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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF HEALTH EQUITY

Lori A. Weaver  
Commissioner

Reuben T. Hampton  
Director

97 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-3986 1-800-852-3345 Ext. 3986  
Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

April 23, 2025

Her Excellency, Governor Kelly A. Ayotte  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Contingent upon Fiscal Committee and Governor and Council approval of the department wide transfer, authorize the Department of Health and Human Services, Office of Health Equity, to amend an existing contract with Ascentria Community Services, Inc. (VC#222201), Concord, NH, which was a result of a competitive procurement, to provide language and communication access services to the Department, by exercising a contract renewal option, by increasing the price limitation by \$1,450,000 from \$3,885,289 to \$5,335,289 and by extending the completion date from June 30, 2025 to June 30, 2026, effective upon Governor and Council approval. 35.4% Federal Funds. 64.45% General Funds. 0.15% Other Funds.

The original contract was approved by Governor and Council on June 16, 2021, item #8, amended on March 9, 2022, item #9, and most recently amended with Governor and Council approval on June 12, 2024, item #7A.

Funds are available in State Fiscal Year 2025 and are anticipated to be available in State Fiscal Year 2026, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

**05-95-090-901010-57710000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS; PUBLIC HEALTH DIVISION, BUREAU OF POLICY AND PERFORMANCE PH COVID-19 HEALTH DISPARITIES**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	074-500589	Grants for Public Asst and Relief	90577190	\$550,000	\$0	\$550,000
			<b>Subtotal</b>	<b>\$550,000</b>	<b>\$0</b>	<b>\$550,000</b>

**05-95-95-950010-72080000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVC, HHS: COMMISSIONERS OFFICE. OFFICE OF THE COMMISSIONER. MINORITY HLTH/ REFUGEE AFFAIRS**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Svc	Various	\$811,763	\$ 0	\$811,763
2023	102-500731	Contracts for Prog Svc	Various	\$811,763	\$ 0	\$811,763
2024	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2025	102-500731	Contracts for Prog Svc	Various	\$900,000	\$500,000	\$1,400,000
2026	102-500731	Contracts for Prog Svc	Various	\$0	\$900,000	\$900,000
			Subtotal	\$3,335,289	\$1,400,000	\$4,735,289

**05-95-95-950010-50000000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVC, HHS: COMMISSIONERS OFFICE. OFFICE OF THE COMMISSIONER, COMMISSIONER'S OFFICE**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2025	102-500731	Contracts for Prog Svc	Various	\$0	\$50,000	\$50,000
			Subtotal	\$0	\$50,000	\$50,000
			Total	\$3,885,289	\$1,450,000	\$5,335,289

**EXPLANATION**

The purpose of this request is to exercise an available contract renewal option to continue language and communication access services to the Department. The Contractor's services include communication access services for individuals who are deaf, have hearing loss, are blind, have low vision, have speech impairments, do not speak English and/or have limited English proficiency.

Approximately 17,260 Department staff and clients will receive services in SFY26.

The Contractor will continue to provide translation services for written documents, services and maintenance of technology to support on-demand video remote interpreting and over-the phone interpreting to Department staff and recipients of Department services. The services provided by the Contractor enables the Department to remain in compliance with federal and state laws and regulations pertaining to Civil Rights and Americans with Disabilities.

The Department will continue to monitor services by ensuring communication access needs are met by clients and the Department staff.

As referenced in Exhibit A of the original agreement, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for one (1) of the two (2) years available.

Should the Governor and Council not authorize this request, individuals who require communication access services would not be able to effectively access Department services. Additionally, a lack of communication access services in place violates federal civil rights laws, which require that communication assistance services be provided for individuals who need it.

Area served: Statewide.

Source of Funds: Federal Funds 35.4%, General Funds 64.45%, and Other Funds 0.15%

Respectfully submitted,



Lori A. Weaver  
Commissioner



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Denis Goulet**  
*Commissioner*

March 21, 2025

Lori A. Weaver, Commissioner  
Department of Health and Human Services  
State of New Hampshire  
129 Pleasant Street  
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with AScentra Community Services, Inc., as described below and referenced as DoIT No. 2021-072C.

The purpose of this request is to provide language and communication access services to the Department of Health and Human Services.

The Total Price Limitation shall increase by \$1,450,000 for a New Total Price Limitation of \$5,335,289, effective upon Governor and Council approval through June 30, 2026.

A copy of this letter must accompany the Department of Health and Human Services' submission to the Governor and Executive Council for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd  
DoIT #2021-072C

cc: Ken Gagne, IT Manager, DoIT

**State of New Hampshire  
Department of Health and Human Services  
Amendment #3**

This Amendment to the Communication Access Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Ascentria Community Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 16, 2021 (Item #8), as amended on March 9, 2022 (Item #9), and as amended on June 12, 2024 (Item #7A), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2026
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$5,335,289
3. Modify Exhibit B - Amendment #2, Scope of Services; Section 1.1.6., to read:  
1.1.6. Vital document translation.
4. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.3.1., to read:  
1.3.1. Bureau of Adult and Aging Services or Division for Children, Youth and Families protective cases.
5. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.3.1., through Section 1.3.8., to read:  
1.3.1. Bureau of Elderly and Adult and Aging Services or Division for Children, Youth and Families protective.  
1.3.2. New Hampshire Hospital patients.  
1.3.3. Glenclyff home residents.  
1.3.4. Public Health Emergencies.  
1.3.5. DHHS public broadcasts and emergency communications.  
1.3.6. District Offices.  
1.3.7. John H. Sununu Youth Services Center.  
1.3.8. Department Staff in need of accommodations to perform their duties.
6. Modify Exhibit B – Amendment #2, Scope of Services; by adding Section 1.4.1.6., to read:  
1.4.1.6. DHHS sponsored public forums, meetings, conferences.
7. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.4.2., to read:  
1.4.2. The Contractor shall work collaboratively with the Department to ensure compliance with the federal Civil Rights Laws Title VI, Civil Rights Act of 1964, Americans with Disability Acts of 1990, Section 504 Rehabilitation Act of 1973, Section 1557 of Affordable Care Act, and New

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Hampshire RSA: 521-A and 354-A.

8. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.4.3.3., to read:
  - 1.4.3.3. Communicate any inability to accommodate the request as soon as possible to the requesting individual and the Department's Communication Access Administrator, and provide other options to meet the requestor's need, including an alternative date for the service or a different modality of providing the service.
9. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.8.2., to read:
  - 1.8.2. If an interpretation assignment is cancelled less than forty-eight (48) hours in advance, the entire block of time that was scheduled will be charged, including travel time. Applicable to scheduled VRI.
10. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.9.1., to read:
  - 1.9.1. The Contractor shall provide qualified spoken language interpreting staff who:
11. Modify Exhibit B – Amendment #2, Scope of Services; by adding Section 1.9.2., to read:
  - 1.9.2. The Contractor shall provide qualified sign language interpreting staff who are licensed by the NH ASL Interpreter Licensure Board and approved under the NH Department of Education (DOE), under RSA 326-I.
12. Modify Exhibit B – Amendment #2, Scope of Services; Section 1.9.3., through Section 1.9.4. 3., to read:
  - 1.9.3. The Contractor shall ensure interpreters sign confidentiality agreement, as requested by the Department on an annual basis and submit to the Department.
  - 1.9.4. The Contractor shall ensure each interpreter keeps detailed records of all communication assistance services provided on behalf of the Department for quality assurance and utilization review. The Contractor shall ensure the following information is tracked:
    - 1.9.4.1. Appointment start and end time.
    - 1.9.4.2. Interpreter's performance and appointment history.
    - 1.9.4.3. Confirmation for payment.
13. Modify Exhibit B – Amendment #2, Scope of Services; Section 3.5.2.6., to read:
  - 3.5.2.6. The following is the anticipated allocation of the total of one hundred and three (103) Block-scheduled hours per week for the period July 1, 2021 – June 30, 2026, across multiple locations:

	Manchester DO	Southern DO	Concord DO	Thayer OHE
Spanish	35 hours	35 hours	N/A	
Swahili/Kirundi/ Kinyarwanda	10 hours	N/A	10 hours	
Nepali			3 hours	
American Sign Language				10 hours

14. Modify Exhibit B – Amendment #2, Scope of Services; Section 3.6.1.1., through Section 3.6.1.1.5., to read:

3.6.1.1. Vital Documents as defined by the Department.

Initial  
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3.6.1.1.1. Forms.

3.6.1.1.2. Brochures.

3.6.1.1.3. Documents as requested, from English to other languages (including Braille).

3.6.1.1.4. Eligibility materials submitted by applicants and clients.

3.6.1.1.5. In the event of cancelation by the Department, the Contractor shall charge only for work that has already been completed.

15. Modify Exhibit B – Amendment #2, Scope of Services; Section 7.1.1.1., to read:

7.1.1.1. A name search of the Department's Bureau of Adult and Aging Services (BAAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement; and

16. Modify Exhibit C, Payment Terms; Section 1, to read:

1.1. 35.4% Federal Funds from various sources.

1.2. 64.45% General Funds.

1.3. 15% Other Funds.

17. Modify Exhibit C Payment Terms, Section 3 to read:

2. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement and shall be in accordance with the approved line item, as specified in Exhibits C-1, Budget through Exhibit C-10, Budget Sheet – Amendment #3.

18. Modify Exhibit C-7, Budget Sheet – Amendment #2, by replacing it in its entirety with Exhibit C-7, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

19. Modify Exhibit C-8, Budget Sheet – Amendment #1, by replacing it in its entirety with Exhibit C-8, Budget Sheet – Amendment #2, which is attached hereto and incorporated by reference herein.

20. Add Exhibit C-9, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

21. Add Exhibit C-10, Budget Sheet – Amendment #3, which is attached hereto and incorporated by reference herein.

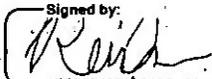
All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

4/1/2025

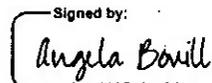
Date

Signed by:  
  
Name: Robert Hampton  
Title: Director, Office of Health Equity

Ascentria Community Services, Inc.

3/31/2025

Date

Signed by:  
  
Name: Angela Bovill  
Title: President/CEO

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

4/11/2025

Date

DocuSigned by:  
*Robyn Guarino*  
748734100  
NAME: Robyn Guarino  
Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:  
Title:



Exhibit C-8 Budget, Amendment 3 SFY25

July 1, 2024 - June 30, 2025 SERVICE TYPE	Weekday Hours (M-F, 8:00 a.m. - 4:30 p.m.)			After Hours, Holidays, & Weekends and Emergencies**			Hourly Travel Rates***			Travel Reimbursement****				
	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Billable Portal to Portal Hours 0.00	Total Cost of Travel Hours \$08.88	Travel Reimbursement Rate \$ 0.00	Billable Portal to Portal Mileage 0.00	New IRS mileage rate	Billable Portal to Portal Mileage 0.00	Total Cost of Travel \$0.00
1) <b>Person Interpretation</b> * Billed according to NY DOE authorized rates and include administrative overhead ** Define emergencies Requests made at 1888 8288 *** Define travel rates (travel rates as noted in the federal rate)														
2) American Sign Language (ASL) Interpretation	\$ 90.00	1450	\$ 130,500.00	\$ 110.00	735	\$ 80,850.00	Included		\$ 0.675	95,000	\$ 0.700	66,350	\$ 46,825.00	
American Sign Language (ASL) Interpretation (Block Schedule)	\$ 80.00	775	\$ 62,000.00	\$ 0	0	\$ 0.00	Included		\$ 0.675	26,000	\$ 0.700	24,700	\$ 16,695.00	
English to Foreign Language (If 2 interpreters required for all of the above, each will be charged separately)	\$ 90.00	10	\$ 900.00	\$ 110.00	4	\$ 440.00	Included		\$ 0.675	300	\$ 0.700	200	\$ 142.50	
3) Certified Deaf Interpretation (CDD)	\$ 130.00	86	\$ 11,180.00	\$ 180.00	6	\$ 1,080.00	Included		\$ 0.675	10000	\$ 0.700	7800	\$ 5,265.00	
4) Oral Interpretation (Translation)	\$ 90.00	10	\$ 900.00	\$ 110.00	4	\$ 440.00	Included		\$ 0.675	600	\$ 0.700	420	\$ 283.50	
5) Deaf-Blind (DB) Interpretation	\$ 90.00	25	\$ 2,250.00	\$ 110.00	10	\$ 1,100.00	Included		\$ 0.675	1000	\$ 0.700	850	\$ 577.50	
6) Video Remote Interpretation	\$ 90.00	0	\$ 0.00	\$ 110.00	4	\$ 440.00	Included		\$ 0.675	500	\$ 0.700	300	\$ 202.50	
7) CART Services (2-hour minimum) Projector for CART and other equipment	\$ 150.00 \$ 80.00	105 20	\$ 15,750.00 \$ 1,600.00	\$ 180.00 \$ 80.00	5 3	\$ 900.00 \$ 240.00	Included N/A		\$ 0.675 N/A	6000 -	\$ 0.700	4250	\$ 2,962.50	
8) Video Remote Interpretation (VRI) ASL BOOK / minute	\$ 3.00	750	\$ 2,250.00	N/A	0	\$ 0.00	N/A		N/A	N/A	N/A	N/A	\$ 0.00	
9) Services for Individuals who experience Speech Impairments English to Foreign Language	\$ 90.00 \$ 80.00	5 5	\$ 450.00 \$ 400.00	\$ 110.00 \$ 110.00	5 2	\$ 550.00 \$ 220.00	Included Included		\$ 0.675 \$ 0.675	780 130	\$ 0.700 \$ 0.700	500 100	\$ 330.00 \$ 70.00	
10) Other Internet access fee per month per location Phone Tablets @ \$450.00 per paid if needed	\$ 0.00 N/A	0 0	\$ 0.00 \$ 0.00	N/A N/A	0 0	\$ 0.00 \$ 0.00	N/A N/A		N/A N/A	N/A N/A	N/A N/A	N/A N/A	\$ 0.00 \$ 0.00	
<b>Sub Totals</b>			\$ 228,000.00			\$ 29,880.00							\$ 140,874.00	
<b>Total for Deaf &amp; Hard of Hearing Services</b>			\$ 398,944.00											

Contractor Initials **AB**

Exhibit C-9 Budget, Amendment 3 SFY26

July 1, 2025 - June 30, 2026 SERVICE TYPE	Workday Hours (M-F, 8:00 a.m. - 4:30 p.m.)			After Hours, Holidays, & Weekends and Emergencies**			Hourly Travel Rates***			Travel Reimbursement****		
	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Billable Portal to Portal Hours 0.00	Total Cost of Travel \$00.00	Travel Reimbursement Rate \$ 0.00 (RIS Rate)	Billable Portal to Portal Mileage 0.0	Total Cost of Travel \$0.00
1) <b>Person Interpretation</b> Billed according to NY DOE authorized rates and include administrative overhead												0
<small>** Define emergencies: Emergencies made in less than 24 hours *** Define travel rates: Travel time is partial to partial and covered in hourly fee for service rates **** Define travel reimbursement: Travel Reimbursement is based on the federal GSA (48 CFR) partial to partial</small>												
a) <b>American Sign Language (ASL) Interpretation</b>	\$ 93.00	905	\$ 83,535.00	\$ 114.00	60	\$ 6,840.00	Included			\$ 0.700	35,730	\$ 25,025.00
American Sign Language (ASL) Interpretation (Book Signatures)	\$ 83.00	800	\$ 67,278.00	\$	0	\$	Included			\$ 0.700	10,750	\$ 7,525.00
English to Foreign Language (If 2 interpreters required for all of the above, each will be charged separately)	\$ 93.00	10	\$ 930.00	\$ 114.00	4	\$ 456.00	Included			\$ 0.700	250	\$ 175.00
b) <b>Certified Deaf Interpretation (CDI)</b>	\$ 136.00	60	\$ 8,160.00	\$ 186.00	6	\$ 1,116.00	Included			\$ 0.700	8750	\$ 6,125.00
c) <b>Oral Interpretation/Translation</b>	\$ 93.00	10	\$ 930.00	\$ 114.00	4	\$ 456.00	Included			\$ 0.700	500	\$ 350.00
d) <b>Deaf-Blind Lips Interpretation</b>	\$ 93.00	10	\$ 930.00	\$ 114.00	4	\$ 456.00	Included			\$ 0.700	1000	\$ 700.00
e) <b>Deaf-Blind Interpretation</b>	\$ 93.00	0	\$	\$ 114.00	4	\$ 456.00	Included			\$ 0.700	500	\$ 350.00
f) <b>CART Services (Captioning)</b> Fees for CART and other equipment	\$ 155.00 \$ 90.00	80 20	\$ 13,178.00 \$ 1,800.00	\$ 186.00 \$ 80.00	10 3	\$ 1,860.00 \$ 240.00	Included N/A			\$ 0.700 N/A	5000 N/A	\$ 3,500.00 N/A
g) <b>Signs Remedy Interpretation (VRI)</b> ASL, 5:15.17 minute	\$ 3.00	3000	\$ 9,000.00	N/A	0	\$	N/A			N/A		
Services for Individuals who are/learn Spanish Impairments English to Foreign Language	\$ 93.00 \$ 93.00	8 5	\$ 744.00 \$ 465.00	\$ 114.00 \$ 114.00	5 2	\$ 570.00 \$ 228.00	Included Included			\$ 0.700 \$ 0.700	750 150	\$ 525.00 \$ 105.00
h) <b>Other</b> Internet access fee per month Phone Tablets @ \$450.00 per tablet if needed	\$ 1.00 N/A	0 0	\$ \$	N/A N/A	0 0	\$ \$	N/A N/A			N/A N/A		
<b>Sub Totals</b>			\$ 183,999.00			\$ 12,498.00						\$ 48,999.00
<b>Total for Deaf &amp; Hard of Hearing Services</b>			\$ 242,578.00									

Contractor Initials: **RB**

Exhibit C-10 Budget, Amendment 3 SFY25

	Workday Hours (M-F, 8:00 a.m. - 4:30 p.m.)			After Hours, Holidays, & Weekends and Emergencies****			Hourly Travel Rates***			Travel Reimbursement****		
	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Billable Portal to Portal Hours 0.00	Total Cost of Travel Hours \$00.00	Travel Reimbursement Rate \$ 0.00	Billable Portal to Portal Message 0.00	Total Cost of Travel \$0.00
6) Spoken (Foreign) Language Interpretation												
a) Face-to-Face (FTF) In-Person Interpretation*				** Define emergencies: Requests made with less than a 24-hour notice			*** Define travel rates: Travel time is portal to portal and covered in hourly fee for service rate			**** Define travel reimbursement: Travel (Message) Reimbursement is based on the federal (IRS) rate and message is portal to portal		
Foreign Language Interpretation*	\$ 65.00	1,350	\$ 87,750.00	\$ 85.00	125	\$ 10,625.00				\$ 0.700	30,920	\$ 25,844.00
Certified Foreign Language Interpretation*				\$ 85.00	0	\$ 0.00				\$ 0.700	975	\$ 682.50
b) Over-the-Phone Interpretation (OPI) (on demand)	\$ 1.30	139,750	\$ 181,675.00	\$ -		\$ -						
Assistance LEP clients call DHHS departments	\$ 3.00	250	\$ 750.00									
Del-out charge	\$ 5.00	395	\$ 1,975.00	\$ -		\$ -						
Bi-Lingual Fluency Testing	\$ 110.00	8	\$ 880.00									
c) Video Remote Interpretation (VRI) (on demand)	\$ 1.85	750	\$ 1,387.50	\$ -		\$ -						
d) Site-Specific Dedicated Interpretation (Block) Block Schedule - 3 sites for a minimum of 72 hrs of Interpretation up to 90 hrs Interpretation	\$ 56.00	4,650	\$ 254,800.00	\$ -		\$ -						
6) Translation Services												
Foreign Language to English:												
Spanish, Portuguese Languages	\$ 0.18	84,440	\$ 11,599.20									
Western European	\$ 0.25	8,574	\$ 2,143.50									
Eastern European	\$ 0.30	51,500	\$ 15,450.00									
Other (Arabic, Hindi, Chinese, Nepali, Somali, etc)	\$ 0.32	12,500	\$ 4,000.00									
English to Foreign Language:												
Spanish, Portuguese Languages	\$ 0.18	95,500	\$ 17,190.00									
Western European	\$ 0.25	15,500	\$ 3,875.00									
Eastern European	\$ 0.30	17,500	\$ 5,250.00									
Other (Arabic, Hindi, Chinese, Nepali, Somali, etc)	\$ 0.32	85,500	\$ 20,960.00									
Formatting Per Page	\$ 10.00	400	\$ 4,000.00									
24 hour turnaround - surcharge per word	\$ 0.10	35,900	\$ 3,590.00									
English to Braille	\$ 0.30	2,750	\$ 825.00									
Proofreading / Editing	\$ 62.00	5	\$ 310.00									
7) Services for Individuals who have Low-Vision												
Reading and recording services	\$ 85.00	5	\$ 425.00	\$ 85.00	2	\$ 170.00						
Large Print (editing formatting) -hours	\$ 85.00	3	\$ 255.00	\$ 85.00	1	\$ 85.00						
Large Print (per page)	\$ 35.00	25	\$ 875.00	\$ 50.00	1	\$ 50.00						
*this includes scheduled OPI and VRI services												
Sub Totals			\$ 619,985			\$ 10,930						\$ 26,527
Total for Spoken Language Services												\$ 857,422

Contractor Initials **16**

Date: 3/31/2025

# State of New Hampshire

## Department of State

### CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that ASCENTRIA COMMUNITY SERVICES, INC. is a Massachusetts Nonprofit Corporation registered to transact business in New Hampshire on June 13, 2011. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 652197

Certificate Number: 0006674707



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 23rd day of April A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan", is written over a faint circular stamp.

David M. Scanlan  
Secretary of State

## Filing History

 [Back to Home \(/online\)](#)

**Business Name**

**Business ID**

Ascentria Community Services, Inc.

652197

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Filing#	Filing Date	Effective Date	Filing Type	Annual Report Year
0005032160	10/22/2020	10/22/2020	Nonprofit Report	2020
0004766972	01/16/2020	01/16/2020	Annual Report Reminder	N/A
0003053719	02/27/2015	02/27/2015	Annual Report	2015
0002849481	09/15/2014	09/15/2014	Amendment	N/A
0002849480	09/23/2013	09/23/2013	Agent Change/Resign	N/A
0002849479	07/08/2011	07/08/2011	Amendment	N/A
0002849478	06/29/2011	06/29/2011	Survivor	N/A
0002849477	06/13/2011	06/13/2011	Business Formation	N/A

Page 1 of 1, records 1 to 8 of 8

[Back](#)

NH Department of State, 107 North Main St. Room 204, Concord, NH 03301 -- [Contact Us \(/online/Home/ContactUS\)](#)

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**Ascentria**  
CARE ALLIANCE

11 Shattuck Street, Worcester, MA 01605  
ascentria.org | 774.243.3100 | info@ascentria.org

### CERTIFICATE OF AUTHORITY

I, Nicholas Sousa, Corporate Clerk / Secretary, hereby certify that:

1. I am a duly elected officer of Ascentria Community Services, Inc..
2. The following is a true copy of a vote taken at a meeting of the Board of Directors, duly called and held on June 25, 2024, at which a quorum of the Directors were present and voting.

**VOTED:** That President Angela Bovill is duly authorized on behalf of Ascentria Community Services, Inc. to enter into contracts or agreements with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in their judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority remains valid for thirty (30) days from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 3/19/2025

Signature of Elected Officer: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Nicholas Sousa".

Name: Nicholas Sousa

Title: Assistant Corporate Clerk / Secretary



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/31/2024

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

<b>PRODUCER</b> Brown & Brown Insurance Services, Inc. 980 Washington St., Suite 325  Dedham MA 02026	<b>CONTACT NAME:</b> Janet Walker <b>PHONE (A/C, No, Ex):</b> _____ <b>FAX (A/C, No):</b> _____ <b>E-MAIL ADDRESS:</b> Janet.Walker@bbrown.com  <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> <tr> <td><b>INSURER A:</b> Philadelphia Indemnity Insurance Compar</td> <td>18058</td> </tr> <tr> <td><b>INSURER B:</b> Zurich American Insurance Company of Il</td> <td>27855</td> </tr> <tr> <td><b>INSURER C:</b></td> <td></td> </tr> <tr> <td><b>INSURER D:</b></td> <td></td> </tr> <tr> <td><b>INSURER E:</b></td> <td></td> </tr> <tr> <td><b>INSURER F:</b></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	<b>INSURER A:</b> Philadelphia Indemnity Insurance Compar	18058	<b>INSURER B:</b> Zurich American Insurance Company of Il	27855	<b>INSURER C:</b>		<b>INSURER D:</b>		<b>INSURER E:</b>		<b>INSURER F:</b>	
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<b>INSURER E:</b>															
<b>INSURER F:</b>															
<b>INSURED</b> Ascentria Community Services, Inc. 11 Shattuck St.  Worcester MA 01605															

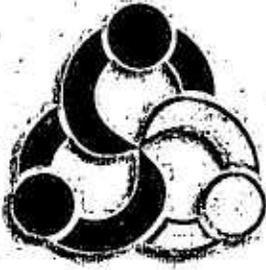
**COVERAGES** **CERTIFICATE NUMBER:** 24-25 GL Auto UMB WC Prof **REVISION NUMBER:**

**THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS														
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			PHPK2609012-020	10/1/2024	10/1/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>EACH OCCURRENCE</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td style="text-align: right;">\$ 100,000</td></tr> <tr><td>MED EXP (Any one person)</td><td style="text-align: right;">\$ 25,000</td></tr> <tr><td>PERSONAL &amp; ADV INJURY</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>GENERAL AGGREGATE</td><td style="text-align: right;">\$ 3,000,000</td></tr> <tr><td>PRODUCTS - COMP/OP AGG</td><td style="text-align: right;">\$ 3,000,000</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	EACH OCCURRENCE	\$ 1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000	MED EXP (Any one person)	\$ 25,000	PERSONAL & ADV INJURY	\$ 1,000,000	GENERAL AGGREGATE	\$ 3,000,000	PRODUCTS - COMP/OP AGG	\$ 3,000,000		\$
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	\$																				
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			PHPK2609014-020	10/1/2024	10/1/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>BODILY INJURY (Per person)</td><td style="text-align: right;">\$</td></tr> <tr><td>BODILY INJURY (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td>PROPERTY DAMAGE (Per accident)</td><td style="text-align: right;">\$</td></tr> <tr><td></td><td style="text-align: right;">\$</td></tr> </table>	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$		\$				
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AGGREGATE	\$ 10,000,000																				
	\$																				
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	WC 1469872 - 01	12/1/2024	12/1/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><input checked="" type="checkbox"/> PER STATUTE</td> <td><input type="checkbox"/> OTHER</td> <td></td> </tr> <tr><td>E.L. EACH ACCIDENT</td><td></td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - EA EMPLOYEE</td><td></td><td style="text-align: right;">\$ 1,000,000</td></tr> <tr><td>E.L. DISEASE - POLICY LIMIT</td><td></td><td style="text-align: right;">\$ 1,000,000</td></tr> </table>	<input checked="" type="checkbox"/> PER STATUTE	<input type="checkbox"/> OTHER		E.L. EACH ACCIDENT		\$ 1,000,000	E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000	E.L. DISEASE - POLICY LIMIT		\$ 1,000,000		
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A	<b>Professional Liability</b>			PHPK2609012-020 Retroactive Date: 1/1/2004	10/1/2024	10/1/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Each Occurrence</td><td style="text-align: right;">\$1,000,000</td></tr> <tr><td>Aggregate</td><td style="text-align: right;">\$3,000,000</td></tr> </table>	Each Occurrence	\$1,000,000	Aggregate	\$3,000,000										
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**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
**Evidence of Insurance**

<b>CERTIFICATE HOLDER</b>  NH Department of Health and Human Service 129 Pleasant Street Concord, NH 03301	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE Owen Callaghan/MCROSB <span style="float: right;"><i>Owen Callaghan</i></span>
--	--



# Ascentria Community Services

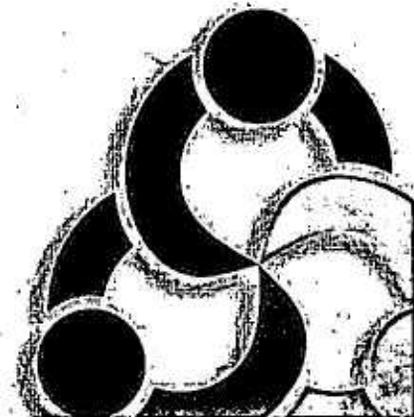
A member of Ascentria Care Alliance

**Mission statement:**

*We are called to strengthen communities by empowering people to respond to life's challenges.*

**Vision statement:**

*We envision thriving communities where everyone has the opportunity to achieve their full potential regardless of background or disadvantage. We become recognized leaders for innovative community services. Together with our partners, we inspire people to help one another reach beyond their current circumstances and realize new possibilities.*



**ASCENTRIA COMMUNITY SERVICES, INC.  
AND SUBSIDIARY**

**CONSOLIDATED FINANCIAL STATEMENTS  
AND SINGLE AUDIT COMPLIANCE REPORTS**

**YEARS ENDED JUNE 30, 2023 AND 2022**



Ascentria Community Services, Inc.  
1000 1st Avenue, Suite 200  
St. Paul, MN 55102  
Phone: 612.222.1234  
www.ascentriacommunityservices.com

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
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## INDEPENDENT AUDITORS' REPORT

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary  
Worcester, Massachusetts

### Report on the Audit of the Financial Statements

#### **Opinion**

We have audited the accompanying consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary (the Organizations), which comprise the consolidated statements of financial position as of June 30, 2023 and 2022, and the related consolidated statements of activities, changes in net assets, functional expenses, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Ascentria Community Services, Inc. and Subsidiary, as of June 30, 2023 and 2022, and the related consolidated statements of activities, changes in its net assets, functional expenses and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

#### **Basis for Opinion**

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS) and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of Ascentria Community Services, Inc. and Subsidiary and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### **Change in Accounting Principle**

As discussed in Note 1 to the financial statements, in 2023 the Organizations adopted new accounting guidance for leases. The guidance requires lessees to recognize a right-of-use asset and corresponding liability for all operating and finance leases with lease terms greater than one year. Our opinion is not modified with respect to this matter.

***Responsibilities of Management for the Financial Statements***

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Ascentria Community Services, Inc. and Subsidiary's ability to continue as a going concern for one year after the date the consolidated financial statements are available to be issued.

***Auditors' Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with GAAS and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Ascentria Community Services, Inc. and Subsidiary's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary

**Other Matters**

**Other Information**

Our audit was conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The supporting information shown on page 27 is presented for purposes of additional analysis as required by the *Maine Uniform Accounting and Auditing Practices for Community Agencies (MAAP)* and is not a required part of the consolidated financial statements. The schedule of expenditures of federal awards, as required by Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is also presented for purposes of additional analysis and is not a required part of the basic consolidated financial statements. The supporting information required by MAAP and the schedule of expenditures of federal awards is the responsibility of management and were derived from and relate directly to the underlying accounting and other records used to prepare the consolidated financial statements. Such information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the consolidated financial statements as a whole.

**Other Reporting Required by Government Auditing Standards**

In accordance with *Government Auditing Standards*, we have also issued our report dated February 5, 2024, on our consideration of Ascentria Community Services, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the result of that testing, and not to provide an opinion on the effectiveness of Inc. internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Ascentria Community Services, Inc.'s internal control over financial reporting and compliance.

*CliftonLarsonAllen LLP*

**CliftonLarsonAllen LLP**

Quincy, Massachusetts  
February 5, 2024

**ASCENTRIA COMMUNITY SERVICES, INC.  
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION  
JUNE 30, 2023 AND 2022**

<b>ASSETS</b>	<b>2023</b>	<b>2022</b>
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	\$ 1,322,647	\$ 2,025,602
Accounts Receivable, Net of Estimated Uncollectible Accounts	8,525,896	7,645,413
Prepaid Expenses	123,912	77,315
Vehicle Inventory	183,815	110,171
Total Current Assets	10,156,270	9,858,501
<b>ASSETS LIMITED AS TO USE</b>		
Beneficial Interest in Net Assets of Related Party	2,128,958	2,677,292
<b>PROPERTY AND EQUIPMENT</b>		
Land	45,314	45,314
Building	85,798	85,798
Building Improvements	1,094,418	1,082,718
Leasehold Improvements	353,467	353,467
Furniture and Equipment	246,311	246,311
Vehicles	546,096	459,810
Equipment Held Under Capital Lease	-	499,374
Computer Equipment and Software	147,017	147,017
Total	2,518,421	2,919,809
Less: Accumulated Depreciation	1,786,772	2,161,956
Total Property and Equipment	731,649	757,853
<b>DUE FROM RELATED PARTIES</b>		
	4,844,990	3,305,910
<b>OTHER ASSETS</b>		
Deposits	85,885	88,885
Right-of-Use Assets - Operating	357,966	-
Right-of-Use Assets - Finance	101,735	-
Total Other Assets	545,586	88,885
Total Assets	\$ 18,407,453	\$ 16,688,441

*See accompanying Notes to Consolidated Financial Statements.*

**ASCENTRIA COMMUNITY SERVICES, INC.**  
**CONSOLIDATED STATEMENTS OF FINANCIAL POSITION (CONTINUED)**  
**JUNE 30, 2023 AND 2022**

	2023	2022
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Current Maturities of Long-Term Debt	\$ 11,468	\$ 387,028
Accounts Payable	1,568,879	347,347
Accrued Expenses	1,701,602	1,945,929
Deferred Revenue	2,297,411	3,406,881
Due to State of Maine		400,035
Lease Liabilities - Operating, Current Portion	319,795	-
Lease Liabilities - Finance, Current Portion	43,363	-
Total Current Liabilities	5,942,518	6,487,020
<b>LONG-TERM DEBT, Net of Current Maturities</b>	357,609	368,864
<b>OTHER LONG-TERM LIABILITIES</b>		
Lease Liabilities - Operating, Net of Current Maturities	24,808	-
Lease Liabilities - Finance, Net of Current Maturities	59,494	-
Total Liabilities	6,384,429	6,855,884
<b>NET ASSETS</b>		
Without Donor Restrictions	9,803,241	7,064,981
With Donor Restrictions	2,219,783	2,767,576
Total Net Assets	12,023,024	9,832,557
Total Liabilities and Net Assets	\$ 18,407,453	\$ 16,688,441

*See accompanying Notes to Consolidated Financial Statements.*

**ASCENTRIA COMMUNITY SERVICES, INC.  
CONSOLIDATED STATEMENTS OF ACTIVITIES  
YEARS ENDED JUNE 30, 2023 AND 2022**

	<u>2023</u>	<u>2022</u>
<b>NET ASSET REVENUE WITHOUT DONOR RESTRICTION</b>		
Grant and Contract Revenue	\$ 37,373,888	\$ 36,431,238
Program Service Revenue	5,389,567	4,573,932
Federal and State Relief Grant Revenue	2,190,415	1,749,085
Donated Vehicles	2,198,508	2,099,794
In-Kind Donations	47,006	36,118
Other Income	268,665	136,435
Net Assets Released from Restrictions Used for Operations	894,367	
<b>Total Revenues</b>	<u>48,362,216</u>	<u>45,026,602</u>
<b>EXPENSES</b>		
Salaries and Wages	22,537,703	20,143,580
Employee Benefits	4,912,418	4,442,769
Occupancy Costs	1,768,191	1,977,762
Operating Supplies and Expenses	415,412	494,373
Professional Fees	3,201,591	3,119,062
Garage Expenses	560,375	581,563
Donated Vehicle Expenses	865,540	710,400
Client Support Expenses	3,309,534	3,483,488
Translation Expenses	685,530	669,554
Repairs and Maintenance	474,127	431,268
Travel Expenses	905,440	840,137
Educational Events and Meetings	56,259	40,913
Management Fees	4,456,634	4,513,788
Taxes	433,488	542,826
Recruitment Advertising	5,485	1,968
Advertising	236,657	216,701
Licenses and Fees	5,513	5,045
Insurance	299,695	259,805
Interest	27,107	39,525
Bad Debt Expenses	294,462	383,195
Depreciation and Amortization	172,795	130,378
<b>Total Expenses</b>	<u>45,623,956</u>	<u>43,028,100</u>
<b>OPERATING GAIN</b>	2,738,260	1,998,502
<b>NONOPERATING ACTIVITY</b>		
Gain on Forgiveness of Debt and Accrued Interest	-	3,553,766
<b>Total Nonoperating Activity</b>	<u>-</u>	<u>3,553,766</u>
<b>CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS</b>	<u>\$ 2,738,260</u>	<u>\$ 5,552,268</u>

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC.  
CONSOLIDATED STATEMENTS OF CHANGES IN NET ASSETS  
YEARS ENDED JUNE 30, 2023 AND 2022**

	<u>Without Donor Restriction</u>	<u>With Donor Restriction</u>	<u>Total</u>
<b>BALANCE - JUNE 30, 2021</b>	\$ 1,512,713	\$ 1,087,291	\$ 2,600,004
Increase in Net Assets without Donor Restrictions	5,552,268	-	5,552,268
Change in Beneficial Interest in Net Assets of Related Party	-	1,680,285	1,680,285
Change in Net Assets	<u>5,552,268</u>	<u>1,680,285</u>	<u>7,232,553</u>
<b>BALANCE - JUNE 30, 2022</b>	7,064,981	2,767,576	9,832,557
Increase in Net Assets without Donor Restrictions	2,738,260	-	2,738,260
Change in Beneficial Interest in Net Assets of Related Party	-	346,574	346,574
Release from Restrictions	-	(894,367)	(894,367)
Change in Net Assets	<u>2,738,260</u>	<u>(547,793)</u>	<u>2,190,467</u>
<b>BALANCE - JUNE 30, 2023</b>	<u>\$ 9,803,241</u>	<u>\$ 2,219,783</u>	<u>\$ 12,023,024</u>

*See accompanying Notes to Consolidated Financial Statements.*

**ASCENTRIA COMMUNITY SERVICES, INC.**  
**CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES**  
**YEAR ENDED JUNE 30, 2023**

	Program Services					Supporting Services		Total Support Services	Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General			Fundraising
Salaries and Wages	\$ 1,104,842	\$ 8,204,030	\$ 3,208,401	\$ 8,781,798	\$ 8,083,391	\$ 22,482,360	\$ 85,143	\$ -	\$ 85,143	\$ 22,537,700
Employee Benefits	265,040	1,388,888	717,198	1,382,889	1,158,033	4,899,884	12,634	-	12,634	4,912,418
Occupancy Costs	116,630	418,402	485,295	38,862	907,436	1,864,545	203,848	-	203,848	1,768,181
Operating Supplies and Expenses	18,365	110,504	78,519	41,003	158,588	403,879	11,433	-	11,433	415,412
Professional Fees	60,392	332,487	1,211,284	50,000	1,444,532	3,098,885	102,898	-	102,898	3,201,591
Garage and Vehicle Expenses	558,101	1,951	323	-	-	560,375	-	-	-	560,375
Donated Vehicle Expenses	885,540	-	-	-	-	885,540	-	-	-	885,540
Client Support Expenses	643	42,504	187,302	6	3,078,154	3,308,509	25	-	25	3,308,534
Translation Expenses	-	9,007	1,108	-	875,415	885,530	-	-	-	885,530
Repairs and Maintenance	32,908	20,188	107,033	77,777	225,354	483,270	10,857	-	10,857	474,127
Travel Expenses	291,730	173,849	148,072	27,329	291,108	903,088	2,352	-	2,352	905,440
Educational Events and Meetings	1,321	1,187	26,854	9,228	13,332	51,920	4,338	-	4,338	68,259
Management Fees	-	-	-	-	-	-	4,458,634	-	4,458,634	4,458,634
Taxes	-	424,635	397	8,208	-	433,488	-	-	-	433,488
Recruitment Advertising	1,330	-	162	763	3,040	5,285	200	-	200	5,485
Advertising	-	-	-	-	-	-	236,857	-	236,857	236,857
Licenses and Fees	15	140	2,131	250	1,829	4,365	-	-	-	1,148
Insurance	8,382	85,876	67,273	84,872	80,382	298,384	3,331	-	3,331	299,898
Interest	-	-	-	-	-	-	27,107	-	27,107	27,107
Bad Debt Expenses	78,808	6,874	8,177	-	200,502	294,462	-	-	-	294,462
Total Before Depreciation and Amortization	3,402,048	8,198,339	8,331,617	8,452,839	13,908,116	40,292,858	8,158,302	-	8,158,302	45,451,161
Depreciation and Amortization	56,184	18,439	83,482	6,888	7,842	172,795	-	-	-	172,795
Total Functional Expenses	\$ 3,458,232	\$ 8,216,778	\$ 8,415,099	\$ 8,459,727	\$ 13,915,958	\$ 40,465,654	\$ 8,158,302	\$ -	\$ 8,158,302	\$ 45,623,956

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC.**  
**CONSOLIDATED STATEMENT OF FUNCTIONAL EXPENSES**  
**YEAR ENDED JUNE 30, 2022**

	Program Services					Supporting Services			Total Expenses	
	Transportation Services	Disability and Mental Health	Child and Family Programs	In-Home Services	Services For New Americans	Total Program	Management and General	Fundraising		Total Support Services
Salaries and Wages	\$ 892,161	\$ 8,761,772	\$ 2,934,946	\$ 8,751,847	\$ 4,621,673	\$ 20,062,399	\$ 81,181	\$	\$ 81,181	\$ 20,143,580
Employee Benefits	213,789	1,450,488	619,336	1,178,142	871,653	4,431,288	11,484		11,484	4,442,769
Occupancy Costs	112,220	672,325	600,053	45,284	627,111	1,768,873	220,789		220,789	1,977,762
Operating Supplies and Expenses	18,649	144,843	74,612	33,688	108,128	380,416	113,857		113,857	494,373
Professional Fees	119,882	457,857	1,353,564		1,137,011	3,064,114	84,948		84,948	3,119,082
Garage and Vehicle Expenses	679,376	2,187				681,563				681,563
Depreciated Vehicle Expenses	710,400					710,400				710,400
Client Support Expenses	447	32,823	245,646	2,802	3,200,923	3,482,411	1,047		1,047	3,483,458
Translation Expenses		18,157	4,989		646,408	669,554				669,554
Repairs and Maintenance	27,665	40,656	81,763	80,301	182,189	412,364	18,904		18,904	431,268
Travel Expenses	223,453	200,663	138,486	25,324	245,801	834,727	5,410		5,410	840,137
Educational Events and Meetings	1,644	6,755	14,205	2,576	14,494	39,674	1,239		1,239	40,913
Management Fees							4,613,788		4,613,788	4,613,788
Taxes		531,617	231	10,978		542,826				542,826
Recreation Advertising	323	232	1,232		181	1,968				1,968
Advertising							216,701		216,701	216,701
Licenses and Fees		180	2,878	258	1,051	4,046	1,000		1,000	5,046
Custodial Fees										
Insurance	9,741	80,189	49,147	47,975	87,897	256,049	4,766		4,766	259,805
Interest							39,626		39,626	39,626
Bad Debt Expenses	3,680	1,248	1,838		376,419	383,193				383,193
Total Before Depreciation and Amortization	3,008,332	9,321,043	9,033,414	7,167,255	12,111,639	37,632,963	6,264,738		6,264,738	42,897,722
Depreciation and Amortization	62,408	1,880	79,410		1,000	130,378				130,378
<b>Total Functional Expenses</b>	<b>\$ 3,070,740</b>	<b>\$ 9,322,923</b>	<b>\$ 9,112,824</b>	<b>\$ 7,167,255</b>	<b>\$ 12,112,639</b>	<b>\$ 37,763,341</b>	<b>\$ 6,264,738</b>	<b>\$</b>	<b>\$ 6,264,738</b>	<b>\$ 43,028,100</b>

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC.**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
**YEARS ENDED JUNE 30, 2023 AND 2022**

	2023	2022
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Change in Net Assets	\$ 2,190,467	\$ 7,232,553
Adjustments to Reconcile Change in Net Assets to Net Cash Provided by Operating Activities:		
Depreciation	124,192	130,378
Amortization of Financing Right of Use Assets	48,603	-
Adjustment of ROU Assets - Operating, Net of Amortization	(13,365)	-
Bad Debts	294,462	383,195
Gain on Forgiveness of Debt and Accrued Interest	-	(3,553,766)
Change in Beneficial Interest in Net Assets of Related Party	(346,574)	(1,680,285)
(Increase) Decrease in Assets:		
Accounts Receivable	(1,174,945)	(2,834,968)
Prepaid Expenses	(46,597)	23,611
Deposits	3,000	23,307
Beneficial Interest in Net Assets of Related Party	894,908	-
Vehicle Inventory	(73,644)	23,557
Increase (Decrease) in Liabilities:		
Accounts Payable	1,221,532	(53,525)
Accrued Expenses	(244,327)	15,560
Deferred Revenue	(1,109,270)	2,972,305
Due to State of Maine	(400,035)	(150,491)
Net Cash Provided by Operating Activities	1,368,407	2,531,431
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchases of Property and Equipment	(97,986)	(106,860)
Net Cash Used by Investing Activities	(97,986)	(106,860)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Payments on Finance Lease Liability	(47,481)	-
Proceeds from Long-Term Debt	-	380,000
Payments on Long-Term Debt	(386,815)	(33,892)
Advanced from Related Parties, Net	(1,539,080)	(5,126,041)
Net Cash Used by Financing Activities	(1,973,376)	(4,779,933)
<b>NET DECREASE IN CASH AND CASH EQUIVALENTS</b>	(702,955)	(2,355,362)
Cash and Cash Equivalents - Beginning of Year	2,025,602	4,380,964
<b>CASH AND CASH EQUIVALENTS - END OF YEAR</b>	\$ 1,322,647	\$ 2,025,602
<b>SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION</b>		
Cash Paid for Interest	\$ 27,107	\$ 39,525
<b>SUPPLEMENTAL DISCLOSURE OF NONCASH FINANCING ACTIVITY</b>		
Forgiveness of Debt and Accrued Interest	\$ -	\$ 3,553,766

See accompanying Notes to Consolidated Financial Statements.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**Organization**

Ascentria Community Services, Inc. (ACS) and Ascentria Community Care, Inc. (ACC) (collectively, the Organizations) are corporations exempt from tax under Section 501(c)(3) of the Internal Revenue Code as a public charity. The Organizations provide community service programs to children, families, refugees, and developmentally disabled adults throughout New England. ACS is the sole corporate member of ACC. Ascentria Care Alliance, Inc. (Ascentria) is a sole corporate member of ACS and also serves as the management agent.

The Organizations provide the following programs:

*Transportation Services* – provides low-income individuals with transportation, such as ownership of donated vehicles or access to shared rides, providing these individuals with access to jobs and other economic opportunities, thus helping them to achieve economic independence.

*Disability and Mental Health* – Disability and Mental Health comprise of a wide variety of programs that enable persons who are economically disadvantaged, have disabilities, chronic illness, mental illness, deafness and other challenges to become and remain successful contributors to the communities in which they live and work. Support services include: Access to medical resources, personal case management customized for individual needs, 24/7 supervision and support in a residential setting for individuals diagnosed with chronic and persistent mental illness, and services offered to individuals diagnosed with mental illness in the comfort and familiarity of their homes.

*Child and Family Programs* – through a variety of programs, the Organizations provide services related to therapeutic foster care, unaccompanied refugee minors support, housing for teen mothers and their children, housing for homeless, small group homes serving teenagers, various support services and living accommodations for developmentally, physically and mentally disabled adults and other various social support programs.

*In-Home Services* – In-Home Care is a licensed Home Health Care agency that offers comprehensive, nonmedical personal care services to homebound individuals or those with a disability. In-Home Care caregivers assist in light housekeeping, transportation to appointments, recreational activities, bathing and personal care, meals, and exercise. Additional nonmedical services supervised by a registered nurse.

*Services for New Americans* – through this program, the Organizations seek to provide resettlement, employment, case management, medical case management, English as a second language classes, and other support services to refugees, asylees, and immigrants.

*Adoption* – through this program, the Organizations provide services related to domestic and international adoptions.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Basis of Consolidation**

The accompanying consolidated financial statements present the consolidated financial position, results of operations, changes in net assets, cash flows, and functional expenses of the Organizations. Material intercompany transactions and balances have been eliminated in consolidation.

**Method of Accounting**

The consolidated financial statements of the Organizations have been prepared on the accrual method of accounting. Accordingly, assets are recorded when the Organizations obtain the rights of ownership or is entitled to claims for receipt and liabilities are recorded when the obligation is incurred.

**Cash and Cash Equivalents**

The Organizations consider all short-term debt securities purchased with an original maturity of three months or less to be cash equivalents.

**Accounts Receivable**

Accounts receivable are recorded net of an allowance of expected losses. The allowance is estimated from historical performance and projections of trends. Credit is extended to customers and collateral is not required. When the accounts become past due, historically, the Organizations have not charged interest to these accounts.

**Inventory**

Vehicles identified for the purpose of being delivered to program participants are valued based on the average contract reimbursement rate for the reporting period which approximates the lower of cost or net realized value.

Program vehicles expected to be sold at retail are recorded based on trade-in value.

Vehicles expected to be sold at wholesale are valued using the average sales proceeds for all vehicles sold during the reporting period.

Vehicles are recorded as donated vehicles or donated vehicles - wholesale when the vehicle is received.

**Property and Equipment**

Property and equipment are recorded at cost. Assets with an estimated useful life of more than one year and a historical cost in excess of \$2,500 are capitalized. The Organizations capitalize acquisitions and improvements, while expenditures for maintenance and repairs that do not extend the useful lives of the assets are charged to operations. Donated property and equipment are recorded at its fair market value at date of donation. Gifts of long-lived assets are reported as net assets without donor restriction support unless donor stipulations specify how the assets are to be used, and gifts of cash or other assets that must be used to acquire long-lived assets are reported as restricted support.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Property and Equipment (Continued)**

Absent explicit donor stipulation about how long those assets must be maintained, expiration of donor restrictions are reported when the donated or acquired long-lived assets are placed into service. Depreciation is computed using the straight-line method over the estimated useful life of the assets.

**Related Party Loans Receivable**

The Organizations' loan portfolio is comprised on unsecured related party loans receivable that are noninterest bearing and have no fixed repayment terms, as detailed in Note 3, and is considered a single portfolio class. Related party loans receivable are recorded net of an allowance for expected loan losses (allowance). The Organizations establish an allowance as an estimate of inherent risk in the Organizations' loan portfolio. Although management believes the allowance to be adequate, ultimate losses may vary from its estimates.

The allowance is established through a provision for loan losses that is charged to expense. Loan losses are charged off against the allowance when the Organizations determine the loan balance to be uncollectible. Proceeds received on previously charged off amounts are recorded as recovery in the year of receipt. The Organizations determined that all related party loans receivable are fully collectible as of June 30, 2023 and 2022.

The Organizations review the adequacy of the allowance, including consideration of the relevant risks in the loan portfolio, current economic conditions, and other factors periodically. The Organizations internally monitor related party borrowers to assess the risk of nonperformance. The Organizations determine that changes are warranted based on those reviews, the allowance is adjusted.

All of the Organization's Beneficial Interest in Net Assets of Related Parties are measured at Level 3, as outlined in Note 13.

**Net Assets**

Net assets of the Organizations are classified and reported as follows:

*Net Assets without Donor Restrictions* – Net assets that are not subject to donor-imposed stipulations.

*Net Assets with Donor Restrictions* – Net assets subject to donor-imposed restrictions. Some donor-imposed restrictions are temporary in nature, such as those that will be met either by actions of the Organizations and/or the passage of time. Other donor-imposed restrictions are perpetual in nature when the donor stipulates that resources be maintained in perpetuity. Donor-imposed restrictions are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both. Net assets with donor restrictions consist of \$2,128,958 and \$2,677,292 for beneficial interest in net assets of related party and \$ 90,825 and \$90,284 other program restrictions for the years ended June 30, 2023 and 2022, respectively. There were no net assets invested in perpetuity as of June 30, 2023 and 2022.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Contract and Grant Revenue**

The Organizations derive revenues through cost-reimbursable and unit rate federal and state contracts and grants, which are conditional grants based on certain performance requirements and/or the incurrence of allowable qualifying expenses. Accordingly, the Organizations are subject to the regulations and reporting requirements of the applicable governmental and grantor agencies. Amounts received are recognized as earned and are reported as revenue when the Organizations have incurred expenditures in compliance with specific contract or grant provisions. As of June 30, 2023 and 2022, there was \$10,926,595 and \$10,219,967, respectively, of conditional contributions that have yet to be recognized in the consolidated financial statements.

**Donated Services**

Donated services are recognized in the consolidated financial statements if the services enhance or create nonfinancial assets or require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

**Donated Vehicle Revenue**

Donated vehicle revenue includes vehicles that will be repaired and delivered to program participants. They are valued based on the average contract reimbursement rate for the reporting period. Additionally, donated vehicle revenue includes donated vehicles that do not meet the needs of program participants. These vehicles are sold at auction and valued based on average proceeds for the reporting period. Vehicle auction revenue is recognized at a point in time when the item is sold. As of June 30, 2023 and 2022, there was \$1,259,665 and \$1,412,950, respectively, included in donated vehicles on the consolidated statement of activities.

**Federal and State Relief Grant Revenue**

During 2023 and 2022, the Organizations received federal and state grants to provide funding to respond to the COVID-19 pandemic. The Organizations received payments from the CARES Act Provider Relief Fund (PRF), which is administered by the U.S. Department of Health and Human Services (HHS). The Organizations received PRF payments and recognized revenue in the amount of \$-0- and \$296,858 during fiscal year 2023 and 2022, respectively. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statements of activities. The PRF payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The PRF payments are subject to potential recoupment by HHS if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Federal and State Relief Grant Revenue (Continued)**

The Organizations received payments from the state of New Hampshire, which is administered by the Division of Medicaid Services. The organization received payments of \$-0- and \$2,427,047 and recognized revenue in the amount of \$1,566,836 and \$647,374 during the fiscal year end 2023 and 2022, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not year recognized are included in deferred revenue on the statement of financial position. The payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The payments are subject to potential recoupment by the Department if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

The Organizations received payments from the state of Maine, which is administered by the Office of Maine Care Services. The organization received payments of \$-0- and \$980,509 and recognized revenue in the amount of \$263,849 and \$716,660 during the fiscal year end 2023 and 2022, respectively. The revenues recognized are included in the Federal and State Relief Grant Revenue on the consolidated statements of activities. Amounts received but not year recognized are included in deferred revenue on the statement of financial position. The payments have terms and conditions that the Organizations are required to follow, and these funds are subject to reporting requirements and audit. The payments are subject to potential recoupment by the Department if it is determined that the funds were not spent in accordance with the terms and conditions. Management believes the amounts have been recognized appropriately as of June 30, 2023 and 2022.

Additionally, the Organizations recognized payments from the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) of \$359,730 and \$88,193, respectively, as revenues as of June 30, 2023 and 2022. The revenues recognized are included in Federal and State Relief Grant Revenue on the consolidated statement of activities.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES  
(CONTINUED)**

**Program Service Revenue**

To determine revenue recognition for the arrangements that the Organizations considers within the scope of Topic 606, the Organizations performs the following five steps: (1) identify the contract(s) with a customer, (2) identify the performance obligation(s) in the contract, (3) determine the transaction price, (4) allocate the transaction price to the performance obligation(s) in the contract, and (5) recognize revenue when the Organizations satisfy a performance obligation. Program service revenue is from private pay services, translation services, and interpretation services. Program service revenue is recognized as customer services are provided over time. Payments received in advance of services are reported as deferred revenue.

The Organizations contract receivables related to exchange transactions were as follows:

Beginning Balance, Contract Receivables	\$ 1,384,711	\$ 914,227
Ending Balance, Contract Receivables	793,200	1,384,711

There were no contract liabilities related to exchange transactions as of June 30, 2023 and 2022.

**Advertising Costs**

Advertising costs are expensed as incurred. Advertising costs paid for by the Organizations amounted to \$188,312 and \$180,583 for the years ended June 30, 2023 and 2022, respectively. Contributions of advertising are recorded at the estimated fair value on the date of the contribution. The Organizations received contributions of advertising estimated to have a value of \$47,006 and \$36,118 for the years ended June 30, 2023 and 2022, respectively.

**Use of Estimates**

The preparation of consolidated financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

**Functional Allocation of Expenses**

The cost of providing the various programs and services are summarized on a functional basis. Costs are generally identified as to program site, and are then allocated between programs and supporting services that benefited based on total direct expenses. Salaries and benefits are allocated on the basis of time and effort. The expenses that are allocated are the portions of depreciation and interest expense that are not directly attributable to specific programs or services. These expenses are allocated on a square footage basis.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Income Taxes**

The Organizations are nonprofit corporations as described in Section 501(c)(3) of the IRC and are exempt from federal and state income taxes on related income pursuant to Section 501(a) of the IRC.

**Fair Value Measurements**

In accordance with professional standards, assets and liabilities measured and recorded at fair value are required to be categorized into a three-level hierarchy based on the priority of the inputs to the valuation technique used to determine fair value.

The fair value hierarchy gives the highest priority to quoted prices in active markets for identical assets or liabilities (Level 1) and the lowest priority to unobservable inputs (Level 3). If the inputs used in the determination of the fair value measurement fall within different levels of the hierarchy, the categorization is based on the lowest level input that is significant to the fair value measurement. Assets and liabilities measured and recorded at fair value by the Organizations are categorized as follows:

*Level 1* – Inputs that utilize quoted prices (unadjusted) in active markets for identical assets or liabilities that an entity has the ability to access.

*Level 2* – Inputs that include quoted prices for similar assets and liabilities in active markets and inputs that are observable for the asset or liability, either directly or indirectly, for substantially the full term of the financial instrument. Fair values for these instruments are estimated using pricing models, quoted prices of securities with similar characteristics, or discounted cash flows.

*Level 3* – Inputs that are unobservable inputs for the asset or liability, which are typically based on an entity's own assumptions, as there is little, if any, related market activity.

In instances where the determination of the fair value measurement is based on inputs from different levels of the fair value hierarchy, the level in the fair value hierarchy within which the entire fair value measurement falls is based on the lowest level input that is significant to the fair value measurement in its entirety. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs. There have been no changes in valuation methodology used at June 30, 2023 and 2022.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Leases**

The Organizations determine if an arrangement is a lease at inception. Operating leases are included in right-of-use (ROU) assets – operating and lease liability – operating in the consolidated statement of financial position. Finance leases are included in right-of-use (ROU) asset financing and lease liability – financing on our consolidated statement of financial position.

ROU assets represent the Organizations' right to use an underlying asset for the lease term, and lease liabilities represent the Organizations' obligation to make lease payments arising from the lease. ROU assets and liabilities are recognized at commencement date based on the present value of lease payments over the lease term using an appropriate risk-free discount rate.

The individual lease contracts do not provide information about the discount rate implicit in the lease. Therefore, the Organizations have elected to use a risk-free discount rate (applicable U.S. Department of Treasury risk-free treasury rate) determined using a period comparable with that of the lease term for computing the present value of lease liabilities. Lease terms may include options to extend or terminate the lease when it is reasonably certain that the Organizations will exercise that option.

Lease costs for operating lease payments are recognized on a straight-line basis over the lease term. The Organizations have elected not to separate nonlease components from lease components and instead accounts for each separate lease component and the nonlease component as a single lease component. The Organizations recognize payments for short-term leases with a lease term of 12 months or less as expense as incurred.

During 2022, the Organizations followed the accounting standards in effect at that time and recorded rent expense on a constant periodic rate over the term of the lease agreement.

**Adoption of New Accounting Standard**

In February 2016, the Financial Accounting Standards Board (FASB) issued Accounting Standards Update (ASU) 2016-02, *Leases (Topic 842)*. The new standard increases transparency and comparability among organizations by requiring the recognition of right-of-use (ROU) assets and lease liabilities on the consolidated statement of financial position for those leases classified as operating leases. Under the standard, disclosures are required to meet the objective of enabling users of financial statements to assess the amount, timing, and uncertainty of cash flows arising from leases.

The Organizations adopted the requirements of the guidance effective July 1, 2022, and has elected to apply the provisions of this standard to the beginning of the period of adoption, while continuing to present the comparative period in accordance with the guidance under the lease standard in effect during that period. The Organizations have not elected to adopt the package of practical expedients available in the year of adoption nor the available practical expedient to use hindsight in determining the lease term and in assessing impairment of the Organization's ROU assets.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 1 ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**  
**(CONTINUED)**

**Subsequent Events**

In preparing these consolidated financial statements, the Organizations have evaluated events and transactions for potential recognition or disclosure through February 5, 2024, the date the consolidated financial statements were available to be issued.

**NOTE 2 ASSETS LIMITED AS TO USE**

**Beneficial Interest in Net Assets of Related Party**

The Organizations record beneficial interest in assets that are held by Ascentria in the amount of \$2,128,958 and \$2,677,292 at June 30, 2023 and 2022, respectively. For the years ended June 30, 2023 and 2022, the Organizations had a loan payable, included in accrued expenses, to the fund totaling \$340,524 for both years ending June 30, 2023 and 2022. Contributed assets are transferred to Ascentria by either the donor or the Organizations with the approval of Ascentria. The donors did not grant variance power to Ascentria.

**NOTE 3 RELATED PARTY TRANSACTIONS**

The Organizations have entered into the following transactions with related parties:

- The Organizations are charged annually by Ascentria for accounting, management services, and overhead in monthly installments. Charges to operations for these services totaled approximately \$4,410,163 and \$4,432,496 for the years ended June 30, 2023 and 2022, respectively. These expenses have been included on the consolidated statements of activities under the caption Management Fees. In addition, Ascentria is the central contracting entity for insurance coverage, and insurance costs are then billed monthly to the Organizations.
- The Organizations have various office space rentals to and from related parties and vehicle rentals from related parties. Rental revenue from related parties amounted to \$140,012 and \$123,101 for the years ended June 30, 2023 and 2022, respectively. Office space and vehicle related party rents amounted to \$359,957 and \$394,307 for the year ended June 30, 2023 and 2022, respectively.
- Related party loans that bear no interest and have no fixed repayment terms, are as follows:

	2023	2022
Due from Related Parties:		
Ascentria Care Alliance, Inc.	\$ 4,844,990	\$ 3,305,910
Total	\$ 4,844,990	\$ 3,305,910

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
JUNE 30, 2023 AND 2022**

**NOTE 4 DEFINED CONTRIBUTION PENSION PLAN**

The Organizations participate in a defined contribution plan (the Plan) qualifying under IRC Section 403(b) maintained by Ascentria. The Plan permits discretionary employer contributions based on a specified percentage of annual compensation and employee contributions. The Organizations had no pension costs charged to operations or contributions to the plan during the years ended June 30, 2023 and 2022.

**NOTE 5 ACCOUNTS RECEIVABLE**

The accounts receivable balance consisted of the following at June 30:

	2023	2022
Accounts Receivable - Program Services	\$ 9,201,902	\$ 8,057,869
Less: Allowance for Doubtful Accounts	(676,006)	(412,456)
Accounts Receivable, Net	\$ 8,525,896	\$ 7,645,413

**NOTE 6 CONCENTRATION OF CREDIT RISK**

Financial instruments that potentially subject the Organizations to concentrations of credit risk consist principally of the following:

**Cash and Cash Equivalents**

The Organizations maintain cash and cash equivalent balances in several federally insured financial institutions in the same geographic area as well as a money market fund. During the year, there may be times when uninsured cash is significantly higher and exceeds federally insured limits.

**Major Customer**

The Organizations receive significant funding from various federal and state agencies. The states, through which funding was received, include Massachusetts, New Hampshire, and Maine. Approximately 88% and 87% of the Organizations' revenue was received from state and federal agencies directly or via pass through for the years ended June 30, 2023 and 2022, respectively.

**Beneficial Interest in Net Assets of Related Party**

The Organizations' unsecured gifts, held by a related party, amounted to \$2,128,958 and \$2,677,292 at June 30, 2023 and 2022, respectively.

**Accounts Receivable**

The Organizations extend unsecured credit to its customers. Accounts receivable amounted to \$8,524,021 and \$7,643,538 at June 30, 2023 and 2022, respectively. 57% of the Organization's receivables at June 30, 2023 are due from a related party.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 7 PROPERTY AND EQUIPMENT**

The useful lives of property and equipment for purposes of computing depreciation are:

Building, Building Improvements, and Leasehold Improvements	5 to 40 Years
Equipment, Furniture and Fixtures, and Vehicles	3 to 10 Years
Equipment Under Capital Lease	3 to 5 Years
Computer Equipment and Software	3 Years

Depreciation and amortization expense charged to operations was \$172,793 and \$130,027 for the years ended June 30, 2023 and 2022, respectively.

**NOTE 8 MAINE MEDICAID LIABILITY**

ACS provides services for Medicaid eligible individuals under terms of costs-based contracts with the state of Maine. Accordingly, ACS provides for the estimated amount of settlements with Medicaid as a liability. Final reimbursement is not determined until the state of Maine accepts the cost report. There was no liability due to the state of Maine for the year ended June 30, 2023. The amount of the estimated liability was approximately \$400,000 for the year ended June 30, 2022, respectively. Adjustments to these estimates are reflected on the consolidated statement of activities under the caption Grant and Contract Revenue to the extent not previously recorded in the year the final settlement information becomes available to management.

**NOTE 9 LONG-TERM DEBT**

The Organizations are liable on long-term debt at June 30 as follows:

<u>Description</u>	<u>2023</u>	<u>2022</u>
<u>Note Payable</u>		
Term note payable to Cambridge Trust Company face amount \$380,000, due June 30, 2032, secured by business assets, payable in monthly payments of principal plus interest through maturity, commencing July 29, 2022. Interest rate is fixed at 5.27% annually.	\$ 369,077	\$ 380,000
Term note payable to Bank of America face amount \$350,000, due August 7, 2033, secured by business assets, payable in monthly installments of interest only through August 2008 then monthly payments of principal plus interest through maturity. Interest rate is fixed at 7.105% annually.		146,737

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 9 LONG-TERM DEBT (CONTINUED)**

<u>Description (Continued)</u>	<u>2023</u>	<u>2022</u>
Mortgage payable to Bank of America face amount \$370,308, secured by real property owned by ACS at two locations, and guaranteed by Ascentria, with an interest rate of 7.01%, due August 2032. Monthly principal and interest payments of \$2,670.	\$ -	\$ 229,155
Total Long-Term Debt	369,077	755,892
Less: Current Maturities	(11,468)	(387,028)
Long-Term Debt, Net of Current Maturities	<u>\$ 357,609</u>	<u>\$ 368,864</u>

In July 2022, the Organizations paid off the term note payable and mortgage payable to Bank of America.

The agreement with Cambridge Trust Company includes a covenant to maintain a debt service coverage ratio, as defined in the agreement, of at least 1.10. The Organization believes that it has met the required ratio at June 30, 2023.

Following are current maturities for the next five years:

<u>Year Ending June 30,</u>	<u>Amount</u>
2024	\$ 11,468
2025	12,150
2026	12,815
2027	13,517
2028	14,210
Thereafter	304,917
Total	<u>\$ 369,077</u>

Interest charged to operations for the above long-term debt amounted to \$24,300 and \$39,525 for the years ended June 30, 2023 and 2022, respectively.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 10 LEASES – ASC 842**

The Organization leases equipment under finance leases and office facilities under operating leases. The leases are for various terms under long-term, noncancelable lease agreements and expire at various dates through 2027.

The following table provides quantitative information concerning the Organizations' leases:

<b>Lease Cost:</b>	
Amortization of Right-of-Use Assets	\$ 48,603
Interest on Lease Liabilities	2,807
Operating Lease Cost	<u>694,384</u>
Total Lease Cost	<u>\$ 745,794</u>
<b>Other Information:</b>	
Cash Paid for Amounts included in the Measurement of Lease Liabilities:	
Operating Cash Flows from Finance Leases	\$ 50,288
Operating Cash Flows from Operating Leases	\$ 707,747
Right-of-Use Assets Obtained in Exchange for New Finance Lease Liabilities	\$ 150,338
Right-of-Use Assets Obtained in Exchange for New Operating Lease Liabilities	\$ 1,035,930
Weighted-Average Remaining Lease Term - Finance Leases	2.48 Years
Weighted-Average Remaining Lease Term - Operating Leases	0.77 Year
Weighted-Average Discount Rate - Finance Leases	2.57%
Weighted-Average Discount Rate - Operating Leases	2.61%

The Organizations classify total undiscounted lease payments that are due in the next 12 months as current. A maturity analysis of annual undiscounted cash flow for lease liabilities as of June 30, 2023 is as follows:

<u>Year Ending June 30,</u>	<u>Operating</u>	<u>Finance</u>	<u>Totals</u>
2024	\$ 322,769	\$ 45,360	\$ 368,129
2025	22,890	36,806	59,696
2026	2,100	21,082	23,182
2027		2,985	2,985
Thereafter			
Undiscounted Cash Flows	<u>347,759</u>	<u>106,233</u>	<u>453,992</u>
Less: Imputed Interest	(3,156)	(3,376)	(6,532)
Total Present Value	<u>\$ 344,603</u>	<u>\$ 102,857</u>	<u>\$ 447,460</u>

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**  
**JUNE 30, 2023 AND 2022**

**NOTE 11 LEASES – ASC 840**

The Organizations elected to apply the provisions of FASB ASC 842 at the beginning of the period of adoption, through a cumulative effect adjustment, with certain practical expedients available. Lease disclosures for the year ended June 30, 2022 are made under prior lease guidance in FASB ASC 840.

The Organizations lease land, buildings, equipment, and motor vehicles under various operating lease agreements with terms of one to three years. Total rent and related expenses amounted to \$1,061,974 for the year ended June 30, 2022.

Future minimum lease payments under these agreements were as follows:

<u>Year Ending June 30,</u>	<u>Amount</u>
2023	\$ 446,252
2024	151,270
2025	5,316
Total	<u>\$ 602,838</u>

**NOTE 12 CONTINGENCIES**

A significant portion of the Organizations' net revenues and accounts receivable are derived from services reimbursable under Medicaid programs. There are numerous healthcare reform proposals being considered on federal and state levels. The Organizations cannot predict at this time whether any of these proposals will be adopted or, if adopted and implemented, what effect such proposals would have on the Organizations.

A significant portion of the Organizations' revenues are derived from services reimbursable under Medicaid programs. The base year costs utilized in calculating the Medicaid rates are subject to audit which could result in a retroactive rate adjustment for all years in which that cost base was used in calculating the rates. It is not possible at this time to determine whether the Organizations will be audited or if a retroactive rate adjustment would result.

Effective June 2022, the Organizations and subsidiaries entered into a line of credit agreement and a term note payable with a financial institute and paid off the previous line of credit balance.

The term note payable has a balance of \$1,680,000 and resides on the books of a related party as of June 30, 2023. All borrowers are jointly and severally liable for payment of the debt which is due June 30, 2027. The note is secured by certain assets, payable in monthly payments of principal plus interest through maturity, commencing on July 29, 2022. Interest rate is fixed at 5.06% annually. The line of credit has a limit of \$1,900,000 with a variable rate of interest of the Wall Street Journal published U.S. Prime Rate, with a floor of 3.25%. The rate was 8.25% at June 30, 2023. The line is collateralized by various business assets. There was no balance on the line of credit at June 30, 2023. The agreements include a covenant to maintain a debt service coverage ratio, as defined in the agreement, of at least 1.10. The Organization believes that it has met the required ratio at June 30, 2023.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
JUNE 30, 2023 AND 2022**

**NOTE 12 CONTINGENCIES (CONTINUED)**

The Organization is subject to legal proceedings and claims that arise in the ordinary course of business. In the opinion of management, the ultimate resolution of these matters is not expected to have a material adverse effect on the Organization's financial position, results of operations or liquidity.

**NOTE 13 FAIR VALUE MEASUREMENT**

The Organizations use fair value measurements to record fair value adjustments to certain assets and liabilities to determine fair value disclosures. For additional information on how the Organizations measure fair value refer to Note 1 – Organization and Summary of Significant Accounting Policies.

The following tables present the Organizations' fair value hierarchy for those assets and liabilities measured at fair value on a recurring basis as of June 30:

	2023			
	Total	Level 1	Level 2	Level 3
Beneficial Interest in Net Assets of Related Party:	\$ 2,128,958	\$ -	\$ -	\$ 2,128,958
Total	\$ 2,128,958	\$ -	\$ -	\$ 2,128,958
	2022			
	Total	Level 1	Level 2	Level 3
Beneficial Interest in Net Assets of Related Party:	\$ 2,677,292	\$ -	\$ -	\$ 2,677,292
Total	\$ 2,677,292	\$ -	\$ -	\$ 2,677,292

The following table provides a summary of changes in fair value of the Organizations' Level 3 financial assets for the years ended June 30:

	2023	2022
Contributions	\$ 346,574	\$ 1,680,285
Payments	(894,908)	-

Since these funds are held by a third party that pools the Organizations' interest with other related organization's assets, management has determined that the inputs are unobservable and therefore, valued using a Level 3 methodology. The principal valuation technique is the fair value of the underlying investments and the unobservable input is the term of distributions.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
NOTES TO CONSOLIDATED FINANCIAL STATEMENTS  
JUNE 30, 2023 AND 2022**

**NOTE 14 AVAILABLE RESOURCES AND LIQUIDITY**

The Organization regularly monitors liquidity required to meet its operating needs and other commitments. For purposes of analyzing resources available to meet general expenditures over a 12-month period, the Service considers all expenditures related to its ongoing program activities as well as the services undertaken to support those activities to be general expenditures.

In addition to financial assets available to meet general expenditures over the next 12 months, the Organization operates a balanced budget and anticipates collecting sufficient revenue to cover general expenditures not covered by donor-restricted resources. The Organization considers the following to be available to meet cash needs for general expenditures:

	<u>2023</u>	<u>2022</u>
Cash and Cash Equivalents	\$ 1,322,647	\$ 2,025,602
Accounts Receivable, Net	8,525,896	7,845,413
Total Financial Assets	<u>9,848,543</u>	<u>9,671,015</u>
Donor-Imposed Restrictions	(90,825)	(90,284)
Financial Assets Available to Meet Cash Needs for General Expenditures Within One Year	<u>\$ 9,757,718</u>	<u>\$ 9,580,731</u>

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
 SCHEDULE OF EXPENDITURES OF DEPARTMENT AGREEMENTS  
 YEAR ENDED JUNE 30, 2023**

<u>Department Office</u>	<u>Agreement Number</u>	<u>Agreement Amount</u>	<u>Agreement Period</u>	<u>Agreement Service</u>	<u>Agreement Status</u>	<u>Federal Expenses</u>	<u>State Payments</u>	<u>Agreement Expenses</u>
DHHS:								
DPS	ADS-23-2572	\$ 95,180	7/1/2022 - 08/30/2023	Rental Subsidy	Final	\$ -	\$ 27,179	\$ 27,179
DPS	MH2-23-518	40,879	7/1/2022 - 08/30/2023	Community Integration	Final		32,873	32,873
DPS	MH2-22-900	36,960	7/1/2021 - 08/30/2023	Residential Service	Final		6,931	10,659
				<b>Total</b>		<b>\$ -</b>	<b>\$ 66,982</b>	<b>\$ 70,720</b>

**Disclosures:**

Is your agency required to have a Single Audit? Yes:  No:

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS  
YEAR ENDED JUNE 30, 2023**

Federal Grant/Pass-Through Agency Program Title	Federal Account Number	Pass-Through Agency/Center	Pass-Through Entity ID Number	Federal Funds/Chgs	Amount Forwarded to Subrecipient
<b>DEPARTMENT OF HEALTH AND HUMAN SERVICES</b>					
Refugee and Extremist Assistance State/Repayment					
Designee Administered Programs	63.588	Commonwealth of Massachusetts Department of Children & Families	Various	\$ 1,884,029	\$
Refugee and Extremist Assistance State/Repayment	93.988	Commonwealth of Massachusetts Office of Refugee and Immigrants	Various	1,408,189	128,488
Designee Administered Programs					
Refugee and Extremist Assistance State/Repayment	93.988	State of New Hampshire - Office of Health Equity	Various	422,371	
Designee Administered Programs					
Subtotal AL 983.988				3,714,600	128,488
Unaccompanied Alien Child on Program	93.676	Church World Service; VERA Institute of Justice; Lutheran Immigration and Refugee Services	Various	1,884,427	
Medical Assistance Program	93 MEDICAID	State of New Hampshire	N/A	18,548	
Medical Assistance Program	93 MEDICAID	State of Maine Home and Community Based Services	N/A	1,829,893	
Designee Administered Programs					
Subtotal AL 983.988				3,732,876	
Refugee and Extremist Assistance Inter/Fish Program	93.983	State of New Hampshire - Office of Health Equity	N/A	82,938	
Refugee and Extremist Assistance Quarterly Grants	93.576	Church World Service; Lutheran Immigration and Refugee Services	Various	1,021,883	
Provider Relief Fund and American Rescue Plan (ARP) Rural Distribution	93.486	N/A	N/A		
Waiver Reform Research, Evaluations and National Studies	93.886	Administration for Children and Families	93PS0083	93,816	
Total Department of Health and Human Services				5,584,889	128,488
<b>DEPARTMENT OF AGRICULTURE</b>					
State Administrative Matching Grants for the Supplemental Nutrition Assistance Program	10.28AP	Commonwealth of Massachusetts Department of Transitional Assistance	WEL 40022644SCENTRIA27	380,853	
State of Vermont - On Demand Transportation for Rural LP	10.28AP	VT Department for Children and Families' Economic Services Division	63440-10061-23	18,300	
State of Vermont - On Demand Transportation for Rural LP	10.28AP	U.S. Department of Agriculture - Food and Nutrition Service	CH-FNS-FY20-PLN449-01	21,523	
Farm to School Grant Program	10.678			441,784	
Total Department of Agriculture				662,460	
<b>DEPARTMENT OF JUSTICE</b>					
Crisis Victim Assistance	14.578	Massachusetts Office of Victim Assistance	VOCA2021AC1400000000	134,028	
Services for Trafficking Victims	14.328	U.S. Department of Justice	2019-VT-03-0497; 2021-VT-03-0107	243,000	
Total Department of Justice				477,028	
<b>DEPARTMENT OF TREASURY</b>					
Emergency Rental Assistance provisions (ERA2) of the American Rescue Plan Act of 2021 (ARPA)	21.023	New Hampshire Housing Finance Authority	N/A	87,862	
Total Department of Treasury				87,862	
<b>DEPARTMENT OF STATE</b>					
U.S. Refugee Admissions Program	75.618	Various	Various	923,871	
Total Department of State				923,871	
<b>DEPARTMENT OF EDUCATION</b>					
Adult Education - State Grants to States	84.602	New Hampshire Department of Education	project 897188	61,188	
Rehabilitation Services Vocational Rehabilitation Grants to States	84.178	Massachusetts Rehabilitation Commission	8CMRC2027ABCEMFY1700	228,850	
Total Department of Education				290,038	
<b>Total Federal Awards</b>				<b>\$ 13,824,195</b>	<b>\$ 128,488</b>

See accompanying Notes to Schedule of Expenditures of Federal Awards.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY**  
**NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS**  
**YEAR ENDED JUNE 30, 2023**

**NOTE 1 BASIS OF PRESENTATION**

The accompanying schedule of expenditures of federal awards (the Schedule) includes the federal award activity of Ascentria Community Services, Inc. and Subsidiary under programs of the federal government for the year ended June 30, 2023. The information in this Schedule is presented in accordance with the requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance). Because the Schedule presents only a selected portion of the operations of, it is not intended to and does not present the financial position, changes in net assets, or cash flows of Ascentria Community Services, Inc. and Subsidiary.

**NOTE 2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the *Uniform Guidance*, wherein certain types of expenditures are not allowable or are limited as to reimbursement. Negative amounts shown on the Schedule represent adjustments or credits made in the normal course of business to amounts reported as expenditures in prior years. Ascentria Community Services, Inc. and Subsidiary has elected not to use the 10-percent de minimis indirect cost rate as allowed under the Uniform Guidance.



**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL  
REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN  
AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE  
WITH GOVERNMENT AUDITING STANDARDS**

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary  
Worcester, Massachusetts

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the consolidated financial statements of Ascentria Community Services, Inc. and Subsidiary, which comprise the consolidated statement of financial position as of June 30, 2023, and the related consolidated statements of activities, changes in net assets, functional expenses, and cash flows for the year then ended, and the related notes to the consolidated financial statements, and have issued our report thereon dated February 5, 2024.

***Report on Internal Control Over Financial Reporting***

In planning and performing our audit of the consolidated financial statements, we considered Ascentria Community Services, Inc. and Subsidiary's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the consolidated financial statements, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control. Accordingly, we do not express an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's consolidated financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary

***Report on Compliance and Other Matters***

As part of obtaining reasonable assurance about whether Ascentria Community Services, Inc. and Subsidiary's consolidated financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the consolidated financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

***Purpose of This Report***

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

*CliftonLarsonAllen LLP*

**CliftonLarsonAllen LLP**

Quincy, Massachusetts  
February 5, 2024



**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH  
MAJOR FEDERAL PROGRAM AND REPORT ON INTERNAL  
CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE**

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary  
Worcester, Massachusetts

**Report on Compliance for Each Major Federal Program**

***Opinion on Each Major Federal Program***

We have audited Ascentria Community Services, Inc. and Subsidiary's compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on each of Ascentria Community Services, Inc. and Subsidiary's major federal programs for the year ended June 30, 2023. Ascentria Community Services, Inc. and Subsidiary's major federal programs are identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

In our opinion, Ascentria Community Services, Inc. and Subsidiary complied, in all material respects, with the compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2023.

***Basis for Opinion on Each Major Federal Program***

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America (GAAS); the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditors' Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of Ascentria Community Services, Inc. and Subsidiary and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination of Ascentria Community Services, Inc. and Subsidiary's compliance with the compliance requirements referred to above.

***Responsibilities of Management for Compliance***

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to Ascentria Community Services, Inc. and Subsidiary's federal programs.

***Auditors' Responsibilities for the Audit of Compliance***

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on Ascentria Community Services, Inc. and Subsidiary's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards*, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about Ascentria Community Services, Inc. and Subsidiary's compliance with the requirements of each major federal program as a whole.

In performing an audit in accordance with GAAS, *Government Auditing Standards*, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding Ascentria Community Services, Inc. and Subsidiary's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of Ascentria Community Services, Inc. and Subsidiary's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of Ascentria Community Services, Inc. and Subsidiary's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

***Other Matters***

The results of our auditing procedures disclosed instances of noncompliance, which are required to be reported in accordance with the Uniform Guidance and which are described in the accompanying schedule of findings and questioned costs as items 2023-002. Our opinion on each major federal program is not modified with respect to these matters.

*Government Auditing Standards* requires the auditor to perform limited procedures on Ascentria Community Services, Inc. and Subsidiary's response to the noncompliance findings identified in our compliance audit described in the accompanying schedule of findings and questioned costs. Ascentria Community Services, Inc. and Subsidiary's response was not subjected to the other auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

Board of Directors  
Ascentria Community Services, Inc. and Subsidiary

### Report on Internal Control Over Compliance

Our consideration of internal control over compliance was for the limited purpose described in the Auditors' Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance and therefore, material weaknesses or significant deficiencies may exist that were not identified. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, as discussed below, we did identify certain a deficiency in internal control over compliance that we consider to be significant deficiency.

*A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A material weakness in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance. We consider the deficiency in internal control over compliance described in the accompanying schedule of findings and questioned costs as item 2023-001 to be material weakness.*

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

*Government Auditing Standards* requires the auditor to perform limited procedures on Ascentria Community Services, Inc. and Subsidiary's response to the internal control over compliance findings identified in our audit described in the accompanying schedule of findings and questioned costs. Ascentria Community Services, Inc. and Subsidiary's response was not subjected to the other auditing procedures applied in the audit of compliance and, accordingly, we express no opinion on the response.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*CliftonLarsonAllen LLP*

CliftonLarsonAllen LLP

Quincy, Massachusetts  
February 5, 2024

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
SCHEDULE OF FINDINGS AND QUESTIONED COSTS  
YEAR ENDED JUNE 30, 2023**

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***Section I – Summary of Auditors' Results***

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**Financial Statements**

Type of auditors' report issued:

Unmodified

Internal Control over Financial Reporting:

• Material weakness(es) identified?                           yes      X   no

• Significant deficiency(ies) identified  
that are not considered to be  
material weakness(es)?                           yes      X   none reported

Noncompliance material to financial  
statements noted?                           yes      X   no

**Federal Awards**

Internal control over major programs:

• Material weakness(es) identified?                      X   yes           no

• Significant deficiency(ies) identified  
that are not considered to be  
material weakness(es)?                           yes      X   none reported

Type of auditor's report issued on compliance  
for major programs:

Unmodified

Any audit findings disclosed that are  
to be reported in accordance with  
2 CFR 200.516(a)?                      X   yes           no

***Identification of Major Federal Programs***

10.SNAP  
93.676  
93.576

Supplemental Nutrition Assistance Program  
Unaccompanied Alien Children Program  
Refugee and Entrant Assistance Discretionary  
Grants

Dollar threshold used to distinguish between  
Type A and Type B programs:

\$ 750,000

Auditee qualified as low-risk auditee?                      X   yes           no

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
SCHEDULE OF FINDINGS AND QUESTIONED COSTS (CONTINUED)  
YEAR ENDED JUNE 30, 2023**

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**Section II – Financial Statement Findings**

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Our audit did not disclose any matters required to be reported in accordance with *Government Auditing Standards*.

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**Section III – Findings and Questioned Costs – Major Federal Programs**

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**2023 – 001**

Federal agency: U.S. Department of Health and Human Services

Federal program title: Refugee and Entrant Assistance Discretionary Grants

Assistance Listing Number: 93.576

Pass-Through Agency: Church World Services; Lutheran Immigration and Refugee Services

Pass-Through Number(s): Various

Award Period: 1/1/2023 – 9/29/2023

Type of Finding: Material Weakness on Internal Control over Compliance

**Criteria or specific requirement:** The Organization is required to maintain records of the time spent on each federal award on a monthly basis. The records must reflect the total activity for which each employee is compensated and the percentage of their time that is spent on each federal award. The records must be signed by the employee or a responsible supervisor and must be certified by an authorized official of the organization. The records must be maintained for a period of three years from the date of submission of the final expenditure report.

**Condition:** During our testing, it was noted that the Organization did not have internal controls designed to ensure employees time and effort spent on the above reference program was properly documented.

**Questioned Costs:** \$4,992

**Context:** The Organization did not have timesheets or the proper approvals to support the payroll costs that were charged to the federal program.

**Cause:** The Organization did not have a process or controls in place to document time spent on each federal award on a monthly basis.

**Effect:** The Organization is not in compliance with federal law and time and effort reporting as required under Uniform Guidance

**Repeat Finding:** No

**Recommendation:** It is recommended that the Organization design controls to ensure time and effort spent on programs are properly documented in accordance with Uniform Guidance.

**Views of responsible officials:** There is no disagreement with the audit finding.

**ASCENTRIA COMMUNITY SERVICES, INC. AND SUBSIDIARY  
SCHEDULE OF FINDINGS AND QUESTIONED COSTS (CONTINUED)  
YEAR ENDED JUNE 30, 2023**

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***Section III – Findings and Questioned Costs – Major Federal Programs (Continued)***

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**2023 – 002**

**Federal agency:** U.S. Department of Health and Human Services

**Federal program title:** Unaccompanied Alien Children Program

**Assistance Listing Number:** 93.676

**Pass-Through Agency:** Lutheran Immigration and Refugee Services

**Pass-Through Number(s):** 356-22-00

**Award Period:** 1/1/2022 – 12/31/2022

**Type of Finding:** Internal Control over Compliance

**Criteria or specific requirement:** Expenses must be supported by source documentation, such as receipts, invoices, or cancelled checks.

**Condition:** During our testing, we noted that the Organization did not have adequate controls to ensure that expenses were supported by source documentation.

**Questioned Costs:** \$77.45

**Context:** The Organization did not have source documentation to support one of the sixteen expenses that were selected for testing.

**Cause:** The controls in place were not operating effectively to ensure expenses are supported with the proper documentation.

**Effect:** The auditor noted one instance of noncompliance and a lack of internal controls over these compliance requirements.

**Repeat Finding:** No

**Recommendation:** It is recommended that the Organization design controls to ensure expenses are supported by source documentation.

**Views of responsible officials:** There is no disagreement with the audit finding.



Board of Directors 2023

Last Name	First Name	Title(s)	Corporate Officers (current only)	Board & Cmte Officers (current only)
Jenoure	Frederic	Director		Board Chair
Cowlagi	Ashish	Director		Board Secretary
Goodman	Ross	Director		Board Vice Chair
Bartholomew	Alexander	Director		Finance Co-Chair & Board Fin Sec'y
Robertson	Keith	Director		Governance Co-Chair
Mayo	William	Director		Immediate Past President
Campbell	Marybeth	Director		
Fisher	Charran	Director		
Gibbs	Brain	Director		
Jackson	Debora	Director		
Luster	Stacey	Director		
Ruhe	Barbara	Director		
Schmidt	Peter	Director		
Bovill	Angela	CEO Director	President	
Mitchell	Aimee	Chief Community Services Officer	Executive Vice President	
Wade	Jeanette	Chief Ops Officer Chief Fin Officer	Executive Vice President	
Bettigole	Michelle	Chief Senior Care Officer	Executive Vice President	
Sousa	Nicholas	EA Community Svc's & Operations	Assistant Clerk / Secretary	
Browne	Tara	Manager of Exec. Assistants	Corporate Clerk / Secretary	
Russo	Nicholas	Senior Director of Treasury	Treasurer	

## ALEN OMERBEGOVIC

**EXPERIENCE:** February, 2001-Present      Ascentria Care Alliance      Manchester, NH  
**Director of Business Development**

Contacting current and potential clients to establish rapport and arrange meetings to promote new services and to improve customer satisfaction. Participating in development of new marketing initiatives and ideas. Researching organizations and individuals to find new opportunities and develop new products. Handle customer issues and contract negotiations. Writing proposal, bids and grants.

**Language Bank Program Manager**

Coordinate and manage all day-to-day aspects of interpretation services for people with limited English proficiency. Create awareness of services available thru Language Bank to medical, legal and other facilities in New Hampshire. Recruit and manage staff interpreters in a variety of languages.

**Job Developer**

Provided case management to assist clients in overcoming barriers to employment leading to long-term career placement. Assessed client needs and advised clients on career options, developed goals and time lines for achievement of goals. Developed and implemented training programs to enhance client employability. Planned, directed and supervised Employment Services activities for newly arrived refugees, and low-income clients

**Educational Case Worker**

Providing help to children in school, teachers and parents to communicate to each other and working as support for educational liaison.

**Health Advocate/Interpreter**

Acted as translator and advocate in healthcare and social service settings; Provided health orientation; Maintained strict confidentiality; Providing referral services for refugee clients and follow up their appointments needs

**Case Aid-Part Time**

Transported clients to and from medical and social service appointments. Provided interpretation for clients/caseworkers from Serb-Croat and translated documents.

1999-2001      MacNeill World Wide      Laconia, NH  
**Machine Operator/Machine Tech**

Assembly of various electrical parts on machinery; Sorting of cleats; Fixed, maintained and troubleshooter for machines; Knowledge of setting up molds and ability to start new job on production line .

1997-1997      Organization for Security and Co-operation      Bosnia  
**Translator**

Provided translation assistance for this independent company during elections in Bosnia; Assisted in problem resolution.

1996-1997      Brown and Root Service Company      Bosnia  
**Food Service Supervisor/Translator**

Supervised fifty-two men in large kitchen providing food service to United States Army soldiers stationed in Bosnia; Translated for staff and superiors.

**CAPABILITIES:** Fluent in Bosnian and English. Basic knowledge of Russian and Dutch.  
Good knowledge of the computer operating systems: Word, Works, Power Point and Access  
Ability to be a team player as well as work independently

**EDUCATION:** High School Diploma  
*Concentration in Computer Science*      Zvornik, Bosnia  
Certificate - Southern NH Area Health Education Center  
*The Art of Medical Interpretation Training*      Manchester, NH  
*Legal Interpretation*      Manchester, NH  
CultureSmart—Medical Interpretation Trainer      Boston, MA  
*Train the Trainer – "Essential Piece of Medical Interpreting"*  
GED - Manchester School of Technology      Manchester, NH  
Southern New Hampshire University      Manchester, NH  
*B.S. Justice Studies*

## Radia Sefiane

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**Objective:** To secure a position within a service environment where I may utilize my education languages, office management and case management experience, as well as community outreach skills and social services.

**Qualifications:**

- More than 14 years of Community Outreach, concentration on Minority Population
- Office management
- Experience in teaching foreign language
- Over 10 years of social work experience.
- Excellent communication and problem solving abilities.
- Compassionate, mature and professional individual.
- Good computer skills including Microsoft office.
- Multi-lingual in French, Arabic, Algerian, and Greek.
- Provided post resettlement and referral services for refugee clients.
- Acted as both Interpreter and advocate in healthcare and social service settings.
- Provided cultural orientation and staff training
- Produced contractual reports in a timely and efficient manner.
- Developed organizational systems to ensure the delivery of services.
- Maintained strict confidentiality with clients.

**Relevant Professional Experience:**

**Director of Service– Ascentria Care Alliance**

*Language Bank, Manchester NH 2018- present*

Handling complaints and queries (from customers and staff). Maintains customer satisfaction by providing problem-solving resources; managing staff, recruiting, onboarding new hires, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures. Handling payroll and billing. Overseeing Field and office staff.

**Assistant Program Manager, Ascentria Care Alliance**

*Language Bank, Concord NH 2011-2017*

Design and implement office policies, establish standards and procedures, organize office operations and procedure, prepare time sheets, payroll, and billing and maintain office equipment and supervise field and office staff.

**Medical Case Manager, Ascentria Care Alliance**

*Refugee Program, Concord, NH 02/01/2004-2010*

Schedule and coordinate all medical appointments for SNA refugees, Providing interpretation and transportation. Provide education about preventive care and health care system to refugees. Provide 24-hour on-call care for emergency evaluations.

**Foreign Language Teacher, Strafford School**

*Elementary/Middle School, Strafford, 2006-2007*

Taught French and Spanish to Elementary and Middle School children during the school year. This involves preparing, presenting, and evaluating the lessons. The ages range from seven to fourteen years old. Each class consists of between eighteen to twenty four children. In addition to State and Federal oversight, parents are quite involved in the curricula.

**Minority Outreach Coordinator Elliot Hospital**

*Breast and Cervical Cancer Program, 2002 –2008*

Developed, initiated, presented and evaluated programs designed to reach the minority population in Manchester for the purpose of educating women about the importance of preventive care and early detection regarding breast and cervical health. Commendation: Was recognized for "outstanding work supporting the cause for breast cancer awareness in the Greater Manchester area" in 2006 and community outreach by Minority Health Coalition, Manchester Community Resource.

**Social Worker and Case Manager, *Betraria Hospital***

*Algiers, Algeria- 1993- 1995*

Coordinated, implemented and managed activities for terminally ill children including, providing social work services, counseling families, collecting assistance in clothing and food, writing reports, supervising four caseworkers, and performing case review and team meetings.

**Youth Caseworker (volunteer), *Red Crescent/Red Cross***

*Algiers, Algeria- 1992- 1994*

Organizing youth activities for terminally ill children, including social events and physical activities, coordinating and distributing donations of clothes, toys and books, and providing friendship and companionship to the children.

**Other Experience:**

**Swing Manager, *McDonald's Restaurant,***

*Manchester, NH- 2001- 2002*

Responsible for supervision of staff, opening store, balancing and checking drawers, making bank deposits, serving patrons, and providing customer service.

**Professional Basketball Player *Kefa Lovresos Women's Team***

*Larnaca, Cyprus- 1995- 1996*

Played professional basketball against other professional teams.

**Coach For basketball team, *Kefa Lovresos Girl's teams***

*Larnaca Cyprus -1997-1999*

Teaching basketball to girls between the age 12-14 and 18 and up

**French Teacher, *Private French lessons***

*Larnaca Cyprus -1996-2000*

Teaching French language to kids between the age 10-16

**Education:**

**Certificate of Completion**

*Keyboarding, Fundamentals of Computer and Word I and II*

*Keeping Software Simple, Manchester, NH- 2000*

**B.A. in Sociology**

*Institute of Sociology, Algiers, Algeria- 1994*

**High School Diploma**

*Omar Racin Secondary School, Algiers, Algeria- 1991*

**Languages: Fluent in French, Arabic, Algerian, and Greek**

# Nazir Ekhlass

A highly motivated and multilingual research professional, with a long history of successfully managing projects that target high-risk and hard-to-reach audiences. A collaborative communicator, who quickly connects with clients and builds rapport. Adept at conducting complex qualitative and quantitative research, analysis, and reporting. A strategic professional, with a strong personal and professional network.

**Project Management | Team Leadership | Qualitative and Quantitative Analysis | Photography Interpretation/Translation | Graphic Design | Sales | Communication | Data Visualization | Presentations | Customer Relations**

## EXPERIENCE

Language Bank (LB)

Customer Service & Business Manager/Tier II Interpreter

*Manchester, New Hampshire*

*2022-2024*

I initiated my career with LB as a freelance interpreter in 2022, marking my first role in the U.S. within the initial 30 days of my immigration journey. I transitioned to the position of Customer Service and Business Manager in 2024. This role included:

- Providing efficient on-site, in-person, and phone medical/Social interpretation services for non-English-speaking clients in hospitals, clinics, schools and society.
- Led the LB support team, managing online Q/A, customer service, and billing issues, providing one-on-one support, and creating custom reports for clients.
- Established and maintained customer accounts for data platforms and remote services, ensuring seamless onboarding and support for Language Bank customers.
- Collaborated with the finance office and scheduling platform to guarantee accurate billing, address collections, and resolve bad debt issues, demonstrating strong internal coordination skills.
- Conducted routine analysis of performance metrics, generated detailed reports, and worked closely with the Call Center Manager to minimize missed appointments and enhance operational efficiency.
- Played a key role within the LB Leadership Team, contributing to top-quality service delivery, identifying revenue enhancement opportunities, and ensuring optimal performance of online platforms and phone apps.
- Fostered professional relationships with industry influencers, strategic partners, and referral sources, representing the program at meetings and gatherings to strengthen external connections.

LUMANITY

Senior Research Executive

*New York, New York*

*2022-2023*

Managed and coordination with all aspects of qualitative research projects, including:

- Assisted the Project Managers with data analysis, source verbatim, and high-quality presentations for multiple clients, resulting in enhanced data interpretation, improved client understanding, and increased project success.
- Served as internal lead on logistics for multiple projects at a time, such as approving recruitments for accuracy and alignment with the client's specific requirements. Provided timely and comprehensive client recruit updates, liaised with internal teams, fostering collaboration and effective information flow, while also maintaining open lines of communication with freelancers, providing them with valuable guidance and support to optimize their performance.
- Excelled in building and maintaining strong relationships with clients by promptly responding to their queries and consistently providing them with updates tailored to their needs by delivering comprehensive daily and weekly reports, which encompass crucial details such as project status, recruitment, and valuable insights keeping them engaged and informed throughout the duration of their projects.
- Managed multiple projects simultaneously while ensuring that each client received regular updates regarding their project status keeping clients informed and engaged throughout the entire project lifecycle.
- Utilized MAXQDA to facilitate qualitative data analysis, including tasks such as organizing and coding data, conducting content analysis, and generating visual representations of data relationships.
- Proficient in utilizing Microsoft Excel for data analysis and organization, as well as creating visually appealing presentations using Microsoft PowerPoint.
- Updated/drafted screeners and discussion guides for multiple clients.

Afghan Center for Socio-Economic & Opinion Research (ACSOR)  
Research Project Manager and Data Analyst

Kabul, Afghanistan  
2010-2021

I successfully managed a diverse portfolio of over 200 complex projects, showcasing exceptional project management skills and delivering consistent, impactful results that contributed to ACSOR's success and reputation.

- Managed large-scale quantitative and qualitative research projects, including sizable qualitative projects involving up to 80,000 respondents.
- I successfully oversaw the meticulous data collection process, which involved a substantial sample size of approximately 10,000 individuals each year for the 'Survey of the Afghan People' in collaboration with the Asia Foundation. Over the course of eight waves/years, I managed the data collection from all over Afghanistan, handled data entry, coding, data cleaning, and conducted data analysis.
- Managed a comprehensive 2-year research project for one of Afghanistan's leading telecommunication companies, MTN, providing them with up-to-date market trends.
- Ensured quality control by extensive national travel, offering on-site trainings and field monitoring as well as updates to our clients.
- Effectively presentations research findings to various high-level clients, including Afghan Cabinet members, the Minister of Counter Narcotics.
- I possess a strong background in effectively managing a diverse range of qualitative and quantitative research and survey projects. My expertise spans across various sectors, including government agencies, non-governmental organizations (NGOs), public health initiatives, media monitoring, market research, and policy-making endeavors.
- Proficient in using a wide range of research methodologies, including mobile phone surveys (RCS 'Remote Collection System' software), traditional paper and pen surveys, web-assisted interviews, observational studies, voice recording, and GPS coordinate collection.
- Assisted in developing research screeners, questionnaires, discussion guides, and updating the RCS software/database.
- Provided translations of the research instruments into local languages, Dari and Pashto.
- Moderated IDIs and focus groups with variety of audiences, including senior experts and KOLs, often with hard-to-reach audiences and covering highly sensitive topics.
- Extensively utilized SPSS and Excel for in-depth data reviews, quality control analysis, and comparative analysis of data across different timelines. These tools have empowered me to ensure data integrity, identify patterns, and derive valuable insights
- Successfully led and managed healthcare-related projects, including a yearlong tracking initiative of recovering heroin addicts and a comprehensive evaluation of national retail pharmacies.

#### Experience Past 2010

AMMC  
Riverview Logistics & Support  
Clothes for Poor Campaign  
Photography

*Graphic Designer and Customer Relations officer, 2004-2010.*  
*Co-Founder and CEO, 2017-2020*  
*Co-Founder, 2014-2018*  
*Freelance & Street photography, 2004-2021 (Afghanistan)*

#### EDUCATION

KARDAN UNIVERSITY, Kabul, Afghanistan  
B.B.A. Business Administration / Management

#### SKILLS

Microsoft Office Suite, Adobe Suite, MAXQDA, SPSS, Corel DRAW, Tableau, GIS, Qualtrics, Bilingual, Photography.

# Styrling Rohr

Early career nonprofit professional with experience in research, case management, and project management. Dedicated to helping communities problem solve, identify resources, and positively promote themselves in their cities. Strong interest in nonprofit organizations with focus on the arts, education, immigrants, multi-religious populations & advocacy.

## Professional Profile

- Social/Community based work and educational experience
- Experience with multicultural populations in international, residential, and nonprofit office settings
- Detail-oriented, community-partnered, and mission-driven
- Ability to coordinate with teams and work independently
- Able to initiate, design, implement, and assess research, programmatic, and office projects
- Qualitative, Ethnographic, Archival, and Community Mapping research experience
- Data management experience using Microsoft Office, Google Suite, and
  - Client management software (Apricot, Civicore, Empower, Salesforce),
  - Website management software (Wordpress, Microsoft Publisher, Wix)
  - and others (Dedoose, SPSS, Loggerpro, Adobe)
- Languages: intermediate Hindi, intermediate Arabic, beginner French

## Selected Professional Experience

Translation Coordinator | Ascentria Care Alliance | *Manchester, NH* Aug 2021 – Present

- manage document translations program and have coordinated 6,000+ successful translations to-date
- communicate with a diverse team of translators covering nearly 200 languages and with corporate and individual clients nationwide
- direct recruitment, technology advancement, quality assessment, and marketing efforts relevant to the department

Personal Assistant | Outpost 186 Gallery | *Cambridge, MA* Sep 2020 - June 2023

- assisted owner in all matters with re-opening a shuttered music venue and art gallery including financial tracking, website development, grant identification and writing, transportation, and coordinating with local contractors

Community Services and Refugee Resettlement Intern | International Institute of New England | *Boston, MA* Sep 2020 – Jan 2021

- successfully saw 40+ refugees and asylees from 17 countries through to successful applications for health, rental, child care, food, housing, and visa assistance in Massachusetts
- conducted 6-week Cultural Orientation training; coordinated with interpreters, clients, and staff; managed client profiles

Residential Counselor | Asian Task Force Against Domestic Violence | *Boston, MA* Apr 2020 – Dec 2020

- managed domestic violence shelter, answered crisis hotline calls, and assisted tenants for select shifts
- assisted in 4000-line data transfer from Empower software to Civicore

Research Assistant and Media Director | Artemis Fiction Inc. | *Bluffton, SC* Sep 2019 – Apr 2020

- conducted historical research on Medieval Europe, religious history and fiction marketplace research
- designed and maintained organization website

Researcher, Cinematographer, Interviewer, Editor | Sikh Gurudwara of NC | *Durham, NC*

Summer 2018

- collaborated with the leadership for the Sikh Gurudwara in North Carolina and Elon University to design, film, and edit short film sharing Sikh stories of life in the United States
- conducted more than 80 interviews with Sikhs, students, local community members, & musicians
- created a comprehensive Sikh curriculum module based on this research
- curated and marketed photography exhibit of Sikh North Carolinians

News, Travel, and Communications Chair- *Periclean Scholars* | Elon University | *Elon, NC*

Sep 2016 – May 2019

- researched Sri Lankan culture, history, social issues, current events and non-profit work
- traveled to Sri Lanka to pilot a community tourism program
- led meetings; compiled advisory documents to aid in travel to Sri Lanka for Westerners interested in community tourism

Secretary | Elon University Department of Anthropology and Sociology | *Elon, NC*

Mar 2016 – Jan 2018

- researched relevant articles and information for faculty members
- communicated with faculty members and students, provided office support and designed promotional materials

### Education

Elon University | B.A. Anthropology, B.A. Religious Studies | 3.95 GPA, Summa Cum Laude

May 2019

*Minors:* Asian Studies, Middle East Studies

*Honors:* Phi Beta Kappa, Phi Eta Sigma, Phi Kappa Phi, Phi Lambda Alpha

Alpha Kappa, Provost Scholar, Multifaith Scholar, College Fellow

American Institute of Critical Language Scholarship, U.S. Department of State – Hindi

Summer 2019

Intermediate Hindi Spoken Proficiency Jaipur, India

Brianna D. LaMonica

## Key Highlights

- Proven ability utilizing a variety of innovative techniques to achieve department, organization, and individual goals
- Track record of displaying professional growth and judgment related to individual and department initiatives
- Strong willingness to work with others and share expertise and materials
- Professional on a remote level demonstrating excellent written, verbal and proficient signing communication
- Responsible, courteous, and respectful behavior with customers, faculty and staff
- Proven ability providing a positive, challenging, supportive environment, effective instruction, assessment, and evaluation
- Solid working knowledge of ASL/English Interpretation, Deaf and Hard of Hearing Community, RID Code of Professional Conduct and Best Practices
- Professional experience/solid working knowledge of Scheduling and Multi-Line Phone Systems, Special Education, Curriculum planning, Microsoft Office Suit, Google Office, WebEx, Zoom, ASPEN Industry Software, Mindbody Online Software, Schedule Interpreter, and Interpreter Management Software

## Professional Experience

### **Ascentria Care Alliance – The Language Bank, Manchester, NH – 2021 - Present**

Coordinator of Deaf and Hard of Hearing Services

Professional duties and responsibilities include:

- Partner closely with senior managers to promptly identify and fill open positions with suitable candidates
- Develop and implement service support schedules per ASL/CDI/CART interpreter/provider availability using database SI- Schedule Interpreter
- Coordinate effectively and consistently with Recruiter and Business Development Specialist when onboarding new candidates
- Properly identify appropriate match of interpreter-to-consumer based on language needs and skill sets
- Consistently seek out, obtain and confirmed demographic information with all parties- entered/ updated as necessary
- Consistently and professionally maintain confidentiality between Deaf Services, interpreter team, consumer, and clientele
- Manage timely changes/ updates to ASL interpreter schedules in central scheduling system daily

### **Brazilian Top Team of Londonderry – Martial Arts – Londonderry, NH**

Office Assistant - 2022- Present (Part-time)

- Maintain data using computer and manual system, sorting and record keeping of students, maintain attendance and filing system, monitor inventory on supplies and gear; completing assignments and projects according to instructions from supervisor

### **Pinkerton Academy – Derry New Hampshire – 2018 – 2021**

**Program Educational Paraprofessional Instructor - 2019 - 2021**

- Professional duties/responsibilities included full syllabus support as a Para in Special Education classroom, providing resources and support of various needs of tasks relating to instructional needs of students.
- Developed/drove implementing instructional programs with the inclusion of self-help and behavior, recording management of student instruction with Case Coordinators

**World Language Educator – 2018-2019**

- Convey knowledge and develop skills of American Sign Language and Deaf Community of a High School level, Administration
- Established clear, accurate grading procedures, monitor progress of students and issue reports when appropriate
- Developed/managed accurate attendance records for students
- Successfully/consistently utilized available resources of the department and others in establishing effective communication with students and parents when appropriate-
- Engaged and promoted opportunities for students within Deaf Community and encourage interaction

**Fairgrounds Middle School – Nashua, New Hampshire 2016 – 2018**

**Program Educational Paraprofessional Instructor**

- Assisted Teacher of the Deaf, facilitated communication, provided academic support with Deaf and Hard of Hearing students grades Kindergarten/ Middle School in a Self-contained classroom

## Educational Background

**Bachelor of Arts, Communication Arts and Deaf Studies, University of New Hampshire, Manchester, N.H., 2016**

**Certification, Northern Essex Community College, Sign Language Interpreting Program, Haverhill M.A., 2020**

**The Justice Interpreter: Law Enforcement Course, Camaraderie-Solutions, N.H., 2022**

The Learning Center for the Deaf, Framingham, M.A. 2016

Student Representative, NH Registry of Interpreters for the Deaf, 2015

The Children's Center for Communication; Beverly School for the Deaf, Beverly M.A., 2015

**Kimberly Otero**  
**Relationship Manager | Call Center Operations**

██████████  
██  
██████████

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**Professional Summary**

Patient Relationship Manager with expertise in call center operations, policy development, and strategic leadership. Proven success in improving service quality, operational efficiency, and patient satisfaction. Skilled in EMR/EHR/PM systems, relationship building, and problem-solving, committed to driving continuous improvement in healthcare management.

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**Key Proficiencies**

- **Relationship Management & Customer Service** – Strong ability to build and maintain client relationships, ensuring high satisfaction and retention.
  - **Call Center & Operations Management** – Expertise in overseeing high-volume call center operations, optimizing workflows, and implementing policies.
  - **Process Improvement & Problem Solving** – Skilled in identifying inefficiencies, developing solutions, and streamlining operational processes.
  - **Team Leadership & Training** – Experience in mentoring, coaching, and managing teams to drive performance and efficiency.
  - **Compliance & Regulatory Knowledge** – Familiarity with HIPAA, OSHA, Med Safe, Medicaid, and other regulatory frameworks.
  - **Healthcare Systems & EMR/EHR** – Proficient in electronic medical records (EMR/EHR), patient scheduling, and medical practice management systems.
  - **Technical Proficiency** – Strong knowledge of Microsoft Office, scheduling platforms, softphone systems, and virtual communication tools (Zoom, etc.).
  - **Reporting & Data Analysis** – Ability to track performance metrics, analyze call center trends, and create strategic reports for leadership.
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**Professional Experience**

**Call Center Manager - Ascentria Care Alliance | Language Bank** – Manchester, NH  
*September 2024 – Present*

- Supervise and train scheduling staff to ensure efficiency and high customer service standards.
- Collaborate with leadership teams to minimize missed appointments and improve scheduling effectiveness.
- Work with HR and IT departments to ensure system efficiency and staff competency.
- Ensure compliance with DOL, Medicaid, HIPAA, and other regulations.
- Manage grievances professionally, ensuring timely and satisfactory resolutions.
- Develop and implement department strategies and procedural improvements.

**Patient Relationship Manager - ClearChoiceMD Urgent Care Centers | CareWell Urgent Care Center – Concord, NH**

*February 2021 – May 2024*

- Led the integration of urgent care call centers during a merger, ensuring operational efficiency.
- Directed and mentored a remote-based team, enhancing performance and service delivery.
- Established a temporary COVID Command Call Center, supporting statewide health initiatives.
- Developed policies, procedures, training manuals, and reporting structures for compliance.
- Implemented a new phone system in collaboration with IT, improving patient communication.

**Practice Manager - Derry Medical Center Primary Care – Londonderry, NH**

*2019 – 2020*

- Managed staff recruitment, scheduling, and daily operations to ensure practice efficiency.
- Built partnerships with specialty providers, expanding service offerings.
- Ensured compliance with healthcare regulations and resolved staff and patient concerns.

**Front Office Manager - Derry Medical Center – Derry, NH**

*2017 – 2019*

- Oversaw front office operations, staffing, and training across multiple locations.
- Strengthened relationships with specialty providers and drug representatives.
- Maintained compliance with HIPAA, Med Safe/OSHA, and billing regulations.

**Manager of Call Center Operations - Derry Medical Center – Derry, NH**

*2013 – 2017*

- Managed 20+ call center representatives, handling 1,800+ daily patient support calls.
- Designed and implemented a new phone tree system to improve customer service.
- Partnered with executives to optimize scheduling and call volume management.

**Practice Manager | DMC Wellness Center - Derry Medical Center – Derry, NH**

*2007 – 2013*

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**Education & Certifications - Bryman Institute, Brookline, MA**

Medical/Clerical Assistant – *Graduated with Honors (1992 – 1994)*

- Notary Public
- 

References available upon request

**NH Department of Health and Human Services**

**KEY PERSONNEL**

List those primarily responsible for meeting the terms and conditions of the agreement.

Job descriptions not required for vacant positions.

**Contractor Name:** Ascentria Community Services, Inc.

<b>NAME</b>	<b>JOB TITLE</b>	<b>ANNUAL AMOUNT PAID FROM THIS CONTRACT</b>	<b>ANNUAL SALARY</b>
Alen Omerbegovic	Director of Bus Develop	\$17,672.60	\$88,363.00
Radia Sefiane	Director of Services	\$17,672.60	\$88,363.00
Nazir Ekhllass	Customer Service and Business Manager	\$12,427.80	\$62,139.00
Styrling Rohr	Translation Coordinator	\$10,360.60	\$51,803.00
Brianna LaMonica	Coord of Deaf/Hard Hearing Services	\$10,567.60	\$52,838.00
Kim Otero	Call Center Manager	\$12,654.80	\$63,274.00

ARC

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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF HEALTH EQUITY

Lori A. Weaver  
Commissioner  
  
Reuben T. Hampton  
Director

97 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-3986 1-800-852-3345 Ext. 3986  
Fax: 603-271-0824 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

April 30, 2024

His Excellency Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of Health Equity, to amend an existing contract with Ascentria Community Services, Inc. (VC#222201), Concord, NH, to provide language and communication access services to the Department by exercising a contract renewal option, by increasing the price limitation by \$900,000 from \$2,985,289 to \$3,885,289 and extending the completion date from June 30, 2024 to June 30, 2025, effective July 1, 2024, upon Governor and Council approval. 26.20% Federal Funds, 73.80% General Funds.

The original contract was approved by Governor and Council on June 16, 2021, item #8 and most recently amended with Governor and Council approval on March 9, 2022, item #9.

Funds are available in the following accounts for State Fiscal Year 2025, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-090-901010-57710000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF HHS, PUBLIC HEALTH DIVISION, BUREAU OF POLICY AND PERFORMANCE PH COVID-19 HEALTH DISPARITIES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	074-500589	Grants for Public Asst and Relief	90577190	\$550,000	\$0	\$550,000
			<b>Subtotal</b>	<b>\$550,000</b>	<b>\$0</b>	<b>\$550,000</b>

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 3

**05-95-95-950010-72080000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVC,  
HHS: COMMISSIONERS OFFICE, OFFICE OF THE COMMISSIONER, MINORITY HLTH/  
REFUGEE AFFAIRS**

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2023	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2024	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2025	102-500731	Contracts for Prog Svc	Various	\$0	\$900,000	\$900,000
			<b>Subtotal</b>	<b>\$2,435,289</b>	<b>\$900,000</b>	<b>\$3,335,289</b>
			<b>Total</b>	<b>\$2,985,289</b>	<b>\$900,000</b>	<b>\$3,885,289</b>

**EXPLANATION**

The purpose of this request is for the Contractor to continue to provide language and communication access services to the Department. The Contractor's services include communication access services for individuals who are deaf, have hearing loss, are blind, have low vision, have speech impairments, do not speak English and/or have Limited English Proficiency.

The Department staff and clients will receive services approximately 15,200 times in SFY25.

The Contractor will continue to provide translation services for written documents, services and maintenance of technology to support on-demand video remote interpreting and over-the-phone interpreting to Department staff and recipients of Department services. The services provided by the Contractor enables the Department to remain in compliance with federal and state laws and regulations pertaining to Civil Rights and Americans with Disabilities.

The Department will monitor services by ensuring:

- Individuals served indicate their communication access needs were met as evidenced by 90% of individuals surveyed reporting they are satisfied with the interpreting services.
- Department staff report they are able to appropriately serve individuals with communication access needs as evidenced by 90% of staff surveyed reporting that the contractor appropriately delivered services.
- Department staff have the translated written materials they need to serve clients effectively, as evidenced by staff receiving the requested translated materials in the target language within 14 calendar days, 95% of the time.

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council,  
Page 3 of 3.

- Spoken language interpreting service capacity is consistently maintained as evidenced by 95% of Department's submitted spoken language interpretation requests being fulfilled directly, or through a mutually agreeable alternative provided by the Contractor. This performance measure applies to requests that are submitted at least 5 calendar days in advance of the requested date.
- Interpreting service capacity is consistently maintained as evidenced by 95% of Department's submitted signed language interpretation requests being fulfilled directly, or through a mutually agreeable alternative provided by the Contractor. This performance measure applies to requests that are submitted at least 10 calendar days in advance of the requested date.

As referenced in Exhibit A of the original agreement, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is exercising its option to renew services for one (1) of the three (3) years available.

Should the Governor and Council not authorize this request, individuals would not be able to effectively access Department services, including valuable information available through public forums, and emergency communications bulletins. Additionally, a lack of communication access services in place violates federal civil rights laws, which require that communication assistance services be provided for individuals who need it.

Area served: Statewide.

Source of Federal Funds: Assistance Listing Number #93.391, FAIR # NH750T000031

In the event that the Federal Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,

  
Lori A. Weaver  
Commissioner



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doi](http://www.nh.gov/doi)

Denis Goulet  
Commissioner

May 21, 2024

Lori Weaver, Commissioner  
Department of Health and Human Services  
State of New Hampshire  
129 Pleasant Street  
Concord, NH 03301

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Ascendria Community Services, Inc. of Concord, NH as described below and referenced as DoIT No. 2021-072B:

The purpose of this request is for the Contractor to continue to provide language and communication access services to the Department. The Contractor's services include communication access services for individuals who are deaf, have hearing loss, are blind, have low vision, have speech impairments, do not speak English and/or have Limited English Proficiency.

The price limitation will increase by \$900,000, from \$2,985,289 to \$3,885,289, effective upon Governor and Executive Council approval through June 30, 2025.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/RA  
DoIT #2021-072B  
cc: Michael Williams, IT Manager, DoIT

**State of New Hampshire  
Department of Health and Human Services  
Amendment #2.**

This Amendment to the Communication Access Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Ascentria Community Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 16, 2021 (Item #8), as amended on March 9, 2022 (Item #9), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37 General Provisions, Block 1.7, Completion Date, to read:  
June 30, 2025
2. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:  
\$3,885,289
3. Form P-37, General Provisions, Block 1.9, Contracting Officer for State Agency, to read:  
Robert W. Moore, Director
4. Modify Exhibit B, Scope of Services, by replacing in its entirety with Exhibit B Amendment #2, Scope of Services, which is attached hereto and incorporated by reference herein.
5. Modify Exhibit C, Payment Terms by adding Section 1, to read:
  1. This Agreement is funded by:
    - 1.1. 26.2% Federal Funds from various sources.
    - 1.2. 73.8% General Funds.
6. Add Exhibit C-7, Budget Sheet, Amendment #2, SFY 25 which is attached hereto and incorporated by reference herein.
7. Add Exhibit C-8, Budget Sheet, Amendment #2, SFY 25 which is attached hereto and incorporated by reference herein.

All terms and conditions of the Contract and prior amendments not modified by this Amendment remain in full force and effect. This Amendment shall be effective July 1, 2024, upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below,

State of New Hampshire  
Department of Health and Human Services

5/24/2024

Date

DocuSigned by:

Reuben Hampton

4FE2074078384A2

Name: Reuben Hampton

Title: Director, Office of Health Equity

Ascentria Community Services, Inc.

5/24/2024

Date

DocuSigned by:

Angela Bovill

A477A800E431470

Name: Angela Bovill

Title: President/CEO

The preceding Amendment, having been reviewed by this office, is approved as to form, substance, and execution.

OFFICE OF THE ATTORNEY GENERAL

5/24/2024

Date

DocuSigned by:

*Robyn Guarino*

748734844041460

Name: Robyn Guarino

Title: Attorney

I hereby certify that the foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the Meeting on: \_\_\_\_\_ (date of meeting)

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

**New Hampshire Department of Health and Human Services  
Communication Access Services  
EXHIBIT B Amendment #2**



**Scope of Services**

**1. Statement of Work – General**

1.1. The Contractor shall provide a uniform and comprehensive approach for individuals to obtain the communication access services they need, including:

- 1.1.1. Current and potential clients of the Department interacting with Department staff.
- 1.1.2. Individuals seeking employment with the Department and those who work for the Department.
- 1.1.3. Employees of the Department, to enable them to effectively communicate with clients, applicants for services, and members of the public.
- 1.1.4. Members of the public attending Department sponsored public forums, such as events, conferences, and/or meetings.
- 1.1.5. Members of the public receiving Department public broadcasts and emergency communications.
- 1.1.6. Document translation.

1.2. The Contractor shall provide communication access services for individuals listed in Section 1.1, 365 days a year, 24 hours a day 7 days a week who correspond with the Department who:

- 1.2.1. Are deaf.
- 1.2.2. Have hearing loss.
- 1.2.3. Are blind.
- 1.2.4. Have low vision.
- 1.2.5. Have speech impairments.
- 1.2.6. Do not speak English.
- 1.2.7. Have Limited English Proficiency (LEP).

1.3. The Contractor shall respond to unplanned, urgent needs for communication access within forty-eight (48) hours of receiving notice from the Department, which includes but is not limited to services needed for:

- 1.3.1. Bureau of Elderly and Adult Services or Division for Children, Youth and Families protective cases.
- 1.3.2. New Hampshire Hospital patients.
- 1.3.3. Glenclyff home residents.
- 1.3.4. Public Health Emergencies.

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**New Hampshire Department of Health and Human Services  
Communication Access Services  
EXHIBIT B Amendment #2**



- 1.3.5. DHHS public broadcasts and emergency communications.
- 1.3.6. District Offices.
- 1.3.7. Philbrook Adult Transitional Housing.
- 1.3.8. John H. Sununu Youth Services Center.
- 1.3.9. Hampstead Hospital
- 1.3.10. Department Staff in need of accommodations to perform their duties.
- 1.4. Scheduling Appointments:
  - 1.4.1. The Contractor shall provide communication access services to the Department by providing the following activities which include but are not limited to:
    - 1.4.1.1. Scheduled appointments.
    - 1.4.1.2. Walk-in assistance.
    - 1.4.1.3. Telephone assistance.
    - 1.4.1.4. Translations of written documents.
    - 1.4.1.5. Staff meetings.
  - 1.4.2. The Contractor shall work collaboratively with the Department to ensure compliance with the federal Civil Rights Laws Title VI, Civil Rights Act of 1964, Americans with Disability Acts of 1990, Section 504 Rehabilitation Act of 1973, and New Hampshire RSA 521-A and 354-A.
  - 1.4.3. The Contractor shall:
    - 1.4.3.1. Ensure Customer Services Coordinators answer phones and take requests for communication access services during business hours and a 24/7 after-hours weekend answering service, to answer calls and assist with weekend emergencies. The Customer Services Coordinators shall obtain the following information, which includes but is not limited to:
      - 1.4.3.1.1. Names(s) and contact information for individual(s) attending the appointment.
      - 1.4.3.1.2. Effective and appropriate mode of communication requested.
      - 1.4.3.1.3. Requested interpreter, if applicable.
    - 1.4.3.2. Provide an American Sign Language (ASL) Coordinator during business hours and for the weekend answering services, to monitor the requests received for Deaf and Hard of Hearing Services.

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New Hampshire Department of Health and Human Services  
Communication Access Services



**EXHIBIT B Amendment #2**

- 1.4.3.3. Communicate any inability to accommodate the request as soon as possible to the requesting individual, and provide other options to meet the requestor's need, including an alternative date for the service or a different modality of providing the service.
- 1.4.3.4. Ensure that any foreseeable interpreter absences are coordinated with the Department, and that alternative interpreters are made available for the given period.
- 1.4.4. The Contractor shall provide a centralized appointment scheduling system that is accessed via a secured web-portal. The Contractor shall:
  - 1.4.4.1. Provide credentials to access the database to each person who will be requesting services.
  - 1.4.4.2. Assign the most appropriate available interpreter, and then send email confirmation to the requesting person. The Department will have the option to review the following information, which shall include but is not limited to:
    - 1.4.4.2.1. Interpreter name.
    - 1.4.4.2.2. Interpreter credentials, as available.
    - 1.4.4.2.3. Edit request.
    - 1.4.4.2.4. Cancel request.
  - 1.4.4.3. Maintain and preserve electronic retrievable individual records relating to each individual served, which includes but is not limited to:
    - 1.4.4.3.1. Client name.
    - 1.4.4.3.2. Client communication/access preferences.
    - 1.4.4.3.3. Interpreter preferences.
    - 1.4.4.3.4. Instructions for interpreter preferences, particular arrangements or any other specialized instructions can also be noted on the request.
    - 1.4.4.3.5. List of clients who have been served through previous Department service requests.
  - 1.4.4.4. Ensure the Department's Account Administrator for the platform is able to add/remove users and change user permission levels to increase self-service abilities within the platform.
  - 1.4.4.5. Ensure that the web-portal and database is a secured website that ensures the privacy rights of individuals served.

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**New Hampshire Department of Health and Human Services  
Communication Access Services  
EXHIBIT B Amendment #2**



this Agreement. The Contractor shall maintain all information in accordance with standards for confidentiality of all participant information that is acquired by any means. Access to confidential information pertaining to the Agreement and the individuals served through it are limited to only those staff that have a need to know in order to perform their job duties.

1.4.4.6. Ensure every service encounter or transaction provided by this Agreement is linked to the centralized appointment scheduling system, to permit analysis of utilization by both the Contractor and the Department.

1.4.4.7. Provide the Department's authorized users with access to the web-portal, scheduling platform and database for scheduling, and access to a variety of reporting tools and trainings. The tools shall include, but is not limited to:

1.4.4.7.1. Interpreter usage.

1.5. The Contractor shall utilize all dedicated iPads, paid for with funds from previous Agreements and this Agreement, as referenced in Exhibit C-1; the iPads shall include the Contractor's translation software services. The Contractor shall ensure that the iPads are returned to the Department within thirty (30) business days of Agreement completion date, as referenced within the P-37, if an extension is needed the Contractor will make the Department aware. The iPads can only be used to support services as defined in this Agreement.

1.6. The Contractor agrees to the following terms regarding the ownership and use of the iPads, the Contractor shall:

1.6.1. Ensure that the iPads are returned to the Department within thirty (30) business days of Agreement completion date, as referenced within the P-37, if an extension is needed the Contractor will make the Department aware. The iPads can only be used to support services as defined in this Agreement.

1.6.2. Use of the iPad is a non-transferable right for the User to use the iPad.

1.6.3. The Contractor shall maintain, manage an asset inventory, and shall notify the Department if the iPad is damaged, lost or stolen.

1.6.4. The Contractor agrees applications loaded onto the iPad will be restricted to software required for language interpretation. Email software or accessibility will not be permitted.

1.6.5. In accordance with Exhibit K - Information Security Requirements, the Contractor acknowledges responsibility for maintaining security

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**New Hampshire Department of Health and Human Services  
Communication Access Services  
EXHIBIT B Amendment #2**



standards including but not limited to antivirus software, patching and software updates.

1.6.6. The Contractor acknowledges the Department's Security Office and NH DoIT will not provide technical assistance or IT support in association with the use of the iPad.

1.6.7. Prior to returning the iPads the Contractor agrees to sanitize all data and non-factory issued software from said devices. The Contractor agrees to cleanse all data and using the Purge technique unless Purge cannot be applied due to the firmware involved. For National Institute of Standards and Technology (NIST) Media Sanitization Guides refer to the NIST Special Publication 800-88 Rev. 1, or later for guidelines at <https://csrc.nist.gov/publications/sp800>.

1.7. The Contractor shall notify the Department (the Department shall notify the Contractor) of cancellations of all in-person foreign language interpretation appointments within twenty-four (24) hours of the scheduled appointment. Payments by the Department when foreign language interpreter assignments are cancelled by the Contractor are as follows, including cancellations due to inclement weather:

1.7.1. If an interpretation assignment is cancelled more than twenty-four (24) hours in advance, there will be no charge to the Department. This is also applicable to scheduled Over-the-phone interpretation (OPI) and Video Remote Interpretation.

1.7.2. If an interpretation assignment is cancelled less than twenty-four (24) hours in advance, the entire block of time that was scheduled may be charged by the Contractor. This is also applicable to scheduled OPI and VRI; and

1.7.3. For document translation requests that are cancelled by the Department after work has commenced, a fee based on the percentage of the services performed may be charged to the Department.

1.8. The Contractor shall notify the Department (the Department shall notify the Contractor) of cancellations of all in-person American Sign Language (ASL), Certified Deaf Interpreters (CDI), and Communication Access Real-Time (CART) Services (CART) interpretation appointments within forty-eight (48) hours of the scheduled appointment. Payments when ASL/CDI/CART interpreter assignments are cancelled are as follows, including cancellations due to inclement weather:

1.8.1. If an interpretation assignment is cancelled more than forty-eight (48) hours in advance, there will be no charge to the Department. This is also applicable to scheduled VRI, and

New Hampshire Department of Health and Human Services  
Communication Access Services  
**EXHIBIT B Amendment #2**



1.8.2. If an interpretation assignment is cancelled less than forty-eight (48) hours in advance, the entire block of time that was scheduled will be charged, including travel time and mileage. Applicable to scheduled VRI.

1.9. Interpreter Qualifications:

1.9.1. The Contractor shall provide qualified staff who are licensed by the NH Interpreter Licensure Board and approved under the NH Department of Education (DOE), under RSA 326-I, who:

1.9.1.1. Demonstrate linguistic competency and proficiency in both English and another language, along with sensitivity to the culture of individuals needing communication assistance, with the demonstrated ability to accurately relay information in both languages, fluently.

1.9.1.2. Have completed a minimum of sixty (60) hours of a certified interpretation training program, including fifteen (15) hours with a language-specific coach, and have passed a series of aptitude tests including English and the target language proficiency tests.

1.9.1.3. Complete a sixty (60)-hour training course certificate and pass an in-house medical interpreter skills test.

1.9.1.4. Have completed certification through a qualified interpreter certification board.

1.9.1.5. Complete at least two continuing education classes per year as well as mandatory annual employee training including the topics of HIPAA, infectious disease, cultural competency, and sexual harassment.

1.9.1.6. Legal interpreters must be observed in a legal setting by the Quality Assurance Coordinator or other designated staff and have received a satisfactory score. They must also pass an in-house legal terminology test.

1.9.1.7. Understand interpreter ethics and client confidentiality needs and abide by the medical/legal interpreter professional code of conduct.

1.9.1.8. Have appropriate pre-employment immunizations and health screenings, including the tuberculosis test, COVID-19 Vaccination, if applicable and preferred 12 panel - drug screening.

1.9.1.9. Ensure that all qualified interpreters have full background checks including Criminal Offender Record In

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New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT B Amendment #2

(CORI), Sex Offender Registry Information (SORI), and monthly Office of Inspector General (OIG). Qualified interpreters must have passed a successful New Hampshire criminal background check prior to performing services under this Agreement.

1.9.1.10. Understand interpreter ethics and client confidentiality needs and abide by the professional code of conduct.

1.9.2. The Contractor shall ensure interpreters sign confidentiality agreement, as requested by the Department on an annual basis and submit to the Department.

1.9.3. The Contractor shall ensure each interpreter keeps detailed records of all communication assistance services provided on behalf of the Department for quality assurance and utilization review. The Contractor shall ensure the following information is tracked:

1.9.3.1. Appointment start and end time.

1.9.3.2. Interpreter's performance and appointment history.

1.9.3.3. Confirmation for payment.

1.10. The Contractor shall work closely and collaboratively with Department staff to ensure that the Department's communication access needs are being met effectively, which includes but is not limited to the Contractor:

1.10.1. Participating in the Department Communication Access Work Group, comprised of cross-Department representatives as needed.

1.10.2. Developing and providing regular data and reports that indicate trends and needs of services provided, statewide.

1.10.3. Responding to annual assessments and feedback from divisions within the Department to meet communication needs statewide.

1.10.4. Modifying the proposed service delivery model in response to these inputs, as needed, to ensure continuous quality improvement.

1.10.5. Working collaboratively with Department staff to learn the variety of services available in order for the Contractor's staff to effectively describe these services to clients/applicants.

1.10.6. Teaching Department staff about the variety of communication access services available through this Agreement as well as the specific processes and procedures that will be used for accessing services.

1.10.7. Updating and providing a current list of available interpreters and translators to the Department on a quarterly basis.

1.10.8. Supporting communication access services provided Department. Support will include, but is not limited to:

Contractor Initials: AB

**New Hampshire Department of Health and Human Services  
Communication Access Services**



**EXHIBIT B Amendment #2**

1.10.8.1. Creating or updating informational materials, language identification cards, and instructions.

1.10.8.2. Assigning a single point of contact who is responsible for coordination of all services, and is available to address all questions and concerns as they arise.

1.10.9. The Contractor shall attend meetings with the Department every two (2) months, and shall provide updates and report on their progress towards meeting all performance measures and overall program objectives.

**2. Statement of Work – Services for individuals who are Deaf or who have Hearing Loss, or for individuals who experience Speech Impairments**

2.1. The Contractor shall provide statewide communication access services to individuals who are deaf, have hearing loss, are blind, have low vision, or have speech impairments. Services shall be provided twenty-four (24) hours a day, seven (7) days per week. Services must include, but are not limited to:

- 2.1.1. American Sign Language (ASL) Interpreters;
- 2.1.2. Certified Deaf Interpreters (CDI);
- 2.1.3. Oral Interpreters;
- 2.1.4. Deaf-Blind Tactile Interpreters;
- 2.1.5. Communication Access Real-Time (CART) Services;
- 2.1.6. Nepali Sign Language (NSL) via video remote interpreting (VRI) only;
- 2.1.7. Large Print; and
- 2.1.8. ASL Sight Translation via video;

2.2. The Contractor shall ensure services are available in multiple settings, which include but are not limited to:

- 2.2.1. Department district offices, satellite offices, Department run institutions and various centralized locations throughout the State;
- 2.2.2. In the community, such as in clients' homes; and
- 2.2.3. Public meeting venues;
- 2.2.4. Virtual video meetings;

**3. Statement of Work – Services for individuals who may not speak English or have Limited English Proficiency (LEP), Braille translation for individuals who are blind and services for individuals who have Low-Vision.**

3.1. The Contractor shall provide spoken language interpretation services statewide for individuals who are not English speaking or have LEP. In addition,

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Contractor shall provide Braille translation services statewide for individuals who are blind, and services for individuals who have Low-Vision. The services must be available in a variety of languages twenty-four (24) hours a day, seven (7) days per week. The in-person, over-the-phone, video remote interpretation services shall include but are not limited to the following languages:

- 3.1.1. Arabic
- 3.1.2. Albanian
- 3.1.3. Albanian (from Kosovo)
- 3.1.4. Amharic
- 3.1.5. Arabic
- 3.1.6. Bosnian
- 3.1.7. Burmese
- 3.1.8. Cambodian/Khmer
- 3.1.9. Chinese (Cantonese)
- 3.1.10. Chinese (Mandarin)
- 3.1.11. Croatian
- 3.1.12. Dari
- 3.1.13. Dzongkha (Bhutanese)
- 3.1.14. Farsi
- 3.1.15. French (Parisian)
- 3.1.16. French (Canadian)
- 3.1.17. Ga
- 3.1.18. German
- 3.1.19. Greek
- 3.1.20. Guam
- 3.1.21. Gujarati
- 3.1.22. Haitian Creole
- 3.1.23. Hindi
- 3.1.24. Indonesian
- 3.1.25. Italian
- 3.1.26. Japanese
- 3.1.27. Kikongo

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- 3.1.28. Kinyarwanda/Kirundi
- 3.1.29. Korean
- 3.1.30. Krahn
- 3.1.31. Kurdish
- 3.1.32. Liberian English
- 3.1.33. Lingala
- 3.1.34. Luganda
- 3.1.35. Maay
- 3.1.36. Malay
- 3.1.37. Malayalam
- 3.1.38. Moldovan
- 3.1.39. Nepali
- 3.1.40. Nepali Sign Language (NSL) (via VRI only)
- 3.1.41. Polish
- 3.1.42. Portuguese
- 3.1.43. Punjabi
- 3.1.44. Rohingya
- 3.1.45. Romanian
- 3.1.46. Russian
- 3.1.47. Serbian
- 3.1.48. Somali
- 3.1.49. Southeast Asian
- 3.1.50. Spanish
- 3.1.51. Swahili
- 3.1.52. Tamil, via over the phone interpreting (OPI) only
- 3.1.53. Thai
- 3.1.54. Turkish
- 3.1.55. Twi
- 3.1.56. Ukrainian
- 3.1.57. Urdu
- 3.1.58. Vietnamese

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- 3.1.59. Other languages upon request
- 3.2. The Contractor shall ensure interpretation services are available in multiple settings, which include but are not limited to:
  - 3.2.1. District offices, satellite offices, institutions and various centralized locations throughout the State.
  - 3.2.2. In the Community, such as in clients' homes.
  - 3.2.3. Public meeting venues.
  - 3.2.4. Virtual video meetings.
- 3.3. The Contractor shall provide communication access aids, which shall include but is not limited to:
  - 3.3.1. Face-to-face (FTF) in-person interpretation.
  - 3.3.2. Over-the-phone interpretation (OPI).
  - 3.3.3. Video Remote Interpretation (VRI).
- 3.4. The Contractor shall provide site-specific, dedicated interpreters stationed at high-volume District Offices for scheduled blocks of time during regular work hours, as described in Section 3.5.2.6 below.
- 3.5. Site-Specific Dedicated Interpreters
  - 3.5.1. The Contractor shall provide up to one hundred and ten (110) hours per week of dedicated block-scheduled on-site interpreters, who must be stationed during regular work hours as identified in Section 3.5.2.6.
  - 3.5.2. The Contractor shall collaborate with Department staff to ensure the interpreter's time is of maximum benefit by providing bi-lingual support services when direct face-to-face interpretation services are not needed. Such support may include but is not limited to:
    - 3.5.2.1. Placing phone calls on behalf of Department staff.
    - 3.5.2.2. Interpreting telephone messages received on-site and at other locations.
    - 3.5.2.3. Reading and interpreting written materials for Department staff.
    - 3.5.2.4. Translating written materials (if the interpreter is also a qualified translator).
    - 3.5.2.5. The Department will conduct a periodic reassessment of on-site interpretation needs every six (6) months and reserves the right to change the allocation of languages and interpreter hours upon a thirty (30) day written advance notice to the Contractor. The Contractor shall ensure

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have the ability to work at other locations on a short-term basis, as requested by the Department, when the volume of interpretation needs within the specified district office is not sufficient to warrant the specified full-time equivalents or if a short-term need arises at a different location.

3.5.2.6. The following is the anticipated allocation of the total of one hundred and ten (110) Block-scheduled hours per week for the period July 1, 2021 – June 30, 2023, across multiple locations:

	Manchester DO	Southern DO	Concord DO	Thayer OHE
Spanish	35 hours	35 hours	N/A	
Swahili/Kirundi/ Kinyarwanda	10 hours	N/A	10 hours	
Nepali			10	
American Sign Language				10 hours

3.6. Translation Services

3.6.1. The Contractor shall translate written materials for the Department within 5-10 business days, unless otherwise requested by the Department, which include but are not limited to:

3.6.1.1. Forms.

3.6.1.2. Brochures.

3.6.1.3. Documents as requested, from English to other languages (including Braille).

3.6.1.4. Eligibility materials submitted by applicants and clients.

3.6.1.5. In the event of cancelation by the Department, the Contractor shall charge only for work that has already been completed.

3.6.2. The Contractor shall provide translation services for written materials as follows:

3.6.2.1. Source text is prepared for translation (if document is editable; translator works within the source file or within a Word file converted from the original, or document contents may be extracted into a bilingual two-column format);

3.6.2.2. Department staff can be consulted for answers to any terminology or format questions;

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- 3.6.2.3. A translator translates the text;
- 3.6.2.4. Translated text is reviewed by an editor;
- 3.6.2.5. A second translator proofreads the translation if needed;
- 3.6.2.6. The first translator reviews/accepts/addresses any corrections;
- 3.6.2.7. Project management checks for basic errors (e.g., misspelling, number errors, omissions, awkward page breaks, character display) and ensures that everything is in order;
- 3.6.2.8. If final document proofing is needed, Contractor graphics team places the text into its final format and the first translator reviews the final format to be sure text displays correctly; and
- 3.6.2.9. Project management delivers the project on time and according to Department expectations.

**4. Scope of Services - Grievance & Appeals Process and Client Satisfaction Surveys**

- 4.1. The Contractor shall ensure clients have the right to file a complaint or grievance and have such reports reviewed within three (3) days, unless the complaint directly impacts the health and wellness of the individual, in which case the complaint must be reviewed within twelve (12) hours. All report must be sent to the Department within twenty-four (24) hours of review.
- 4.2. The Contractor shall conduct client satisfaction surveys to measure customer satisfaction and provide them to the Department on a monthly basis, and as requested. The Contractor shall monitor the competency, confidentiality, and conduct of services by:
  - 4.2.1. Sending Department staff, who work with interpreters an overall satisfaction survey via a mobile application upon the completion of the scheduled appointment
  - 4.2.2. Sending at minimum a monthly Survey Monkey survey to clients and customers to complete, which includes a statement that all responses will remain anonymous if the client selects this option;
  - 4.2.3. Providing the option to utilize a smiley face index survey, if needed.
  - 4.2.4. If the client request, providing the option to call clients on a minimum of once a month.
- 4.3. The Contractor shall report any client concerns or complaints to the Department within three (3) business days of receipt. The Contractor shall

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Department immediately if any client scheduling issues or conflicts arise, and work to find a mutually agreeable solution. The Contractor shall:

- 4.3.1. Monitor all surveys and ensure corrective measures are taken with interpreters and staff as necessary.
- 4.3.2. Ensure concerns of a qualitative nature are handled by either the Contractor's Quality Assurance Coordinator or program management.
- 4.3.3. Provide individuals with concerns/complaints with access to different levels of management if they feel their concerns/complaints are not being addressed.
- 4.3.4. Ensure management investigates each complaint to determine if there are measures that can be taken to mitigate the reoccurrence of the unsatisfactory or unacceptable experience; within thirty (30) days of receipt of the complaint.
- 4.3.5. Report all concerns/complaints to the Department within three (3) business days of receipt and notify the Department immediately if client scheduling issues or conflicts arise.

**5. Exhibits Incorporated**

- 5.1. The Contractor shall use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties.
- 5.2. The Contractor shall manage all confidential data related to this Agreement in accordance with the terms of Exhibit K, DHHS Information Security Requirements.
- 5.3. The Contractor shall comply with all Exhibits D through K, which are attached hereto and incorporated by reference herein.

**6. Reporting Requirements**

- 6.1. The Contractor shall submit progress reports to the Department on a quarterly basis, and as requested by the Department. The report format will be provided to the Contractor after the effective date of Agreement. The report shall include, but is not limited to:
  - 6.1.1. Project outcomes.
  - 6.1.2. Benchmarks reached.
  - 6.1.3. Barriers to reaching benchmarks and solutions to barriers experienced in the previous quarter.
  - 6.1.4. Surveys completed.

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6.1.5. Service encounters or transaction provided by this Agreement.

**7. Performance Measures**

7.1. The Contractor shall achieve the following outcomes and be reported for every six (6) month period:

7.1.1. Individuals served indicate their communication access needs were met as evidenced by ninety percent (90%) of individuals surveyed reporting they are satisfied with the interpreting services.

7.1.2. Department staff report they are able to appropriately serve individuals with communication access needs as evidenced by ninety percent (90%) of staff surveyed reporting that the contractor appropriately delivered services.

7.1.3. Department staff have the translated written materials they need to serve clients effectively, as evidenced by staff receiving the requested translated materials in the target language within fourteen (14) calendar days, ninety percent (90%) of the time.

7.1.4. Spoken language service capacity is consistently maintained as evidenced by ninety-five percent (95%) of Department's submitted interpretation/communication access being fulfilled directly, or through a mutually agreeable alternative provided by the Contractor. This performance measure applies to requests that are submitted at least 5 calendar days in advance of the requested date.

7.1.5. Interpreting service capacity is consistently maintained as evidenced by ninety-five percent (95%) of Department's submitted signed language interpretation requests being fulfilled directly, or through a mutually agreeable alternative provided by the Contractor. This performance measure applies to requests that are submitted at least 10 calendar days in advance of the requested date.

7.1.6. The Contractor shall actively and regularly collaborate with the Department to enhance contract management, improve results, and adjust program delivery and policy based on successful outcomes.

7.2. The Contractor shall provide other key data and metrics to the Department, including client-level demographic, coordination performance, satisfaction performance, and relevant service data, as requested by the Department.

7.3. Where applicable, the Contractor shall collect and share data with the Department in a format specified by the Department.

**7.1 Background Checks**

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7.1.1. Prior to permitting any individual to provide services under this Agreement, the Contractor must ensure that said individual has undergone:

7.1.1.1. A criminal background check, at the Contractor's expense, and has no convictions for crimes that represent evidence of behavior that could endanger individuals served under this Agreement;

7.1.1.2. A name search of the Department's Bureau of Elderly and Adult Services (BEAS) State Registry, pursuant to RSA 161-F:49, with results indicating no evidence of behavior that could endanger individuals served under this Agreement; and

7.1.1.3. A name search of the Department's Division for Children, Youth and Families (DCYF) Central Registry pursuant to RSA 169-C:35, with results indicating no evidence of behavior that could endanger individuals served under this Agreement.

**7.2. Confidential Data**

7.2.1. The Contractor must meet all information security and privacy requirements as set by the Department and in accordance with the Department's Information Security Requirements Exhibit as referenced below.

7.2.2. The Contractor must ensure any individuals involved in delivering services through this Agreement contract sign an attestation agreeing to access, view, store, and discuss Confidential Data in accordance with federal and state laws and regulations and the Department's Information Security Requirements Exhibit. The Contractor must ensure said individuals have a justifiable business need to access confidential data. The Contractor must provide attestations upon Department request.

**7.3. Department Owned Devices, Systems and Network Usage**

7.3.1. If Contractor End Users, defined in the Department's Information Security Requirements Exhibit that is incorporated into this Agreement, are authorized by the Department's Information Security Office to use a Department issued device (e.g. computer, tablet, mobile telephone) or access the Department network in the fulfillment of this Agreement, each End User must:

7.3.1.1. Sign and abide by applicable Department and New Hampshire Department of Information Technology (NH DoIT) use agreements, policies, standards, procedures and guidelines, and complete applicable trainings as required;

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- 7.3.1.2. Use the information that they have permission to access solely for conducting official Department business and agree that all other use or access is strictly forbidden including, but not limited, to personal or other private and non-Department use, and that at no time shall they access or attempt to access information without having the express authority of the Department to do so;
- 7.3.1.3. Not access or attempt to access information in a manner inconsistent with the approved policies, procedures, and/or agreement relating to system entry/access;
- 7.3.1.4. Not copy, share, distribute, sub-license, modify, reverse engineer, rent, or sell software licensed, developed, or being evaluated by the Department, and at all times must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other agreement executed by the Department;
- 7.3.1.5. Only use equipment, software, or subscription(s) authorized by the Department's Information Security Office or designee;
- 7.3.1.6. Not install non-standard software on any Department equipment unless authorized by the Department's Information Security Office or designee;
- 7.3.1.7. Agree that email and other electronic communication messages created, sent, and received on a Department-issued email system are the property of the Department of New Hampshire and to be used for business purposes only. Email is defined as "internal email systems" or "Department-funded email systems."
- 7.3.1.8. Agree that use of email must follow Department and NH DoIT policies, standards, and/or guidelines; and
- 7.3.1.9. Agree when utilizing the Department's email system:
  - 7.3.1.9.1. To only use a Department email address assigned to them with a "@ affiliate.DHHS.NH.Gov";
  - 7.3.1.9.2. Include in the signature lines information identifying the End User as a non-Department workforce member; and
  - 7.3.1.9.3. Ensure the following confidentiality notice is embedded underneath the signature lines

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**CONFIDENTIALITY NOTICE:** "This message may contain information that is privileged and confidential and is intended only for the use of the individual(s) to whom it is addressed. If you receive this message in error, please notify the sender immediately and delete this electronic message and any attachments from your system. Thank you for your cooperation."

7.3.1.10. Contractor End Users with a Department issued email, access or potential access to Confidential Data, and/or a workspace in a Department building/facility, must:

7.3.1.10.1. Complete the Department's Annual Information Security & Compliance Awareness Training prior to accessing, viewing, handling, hearing, or transmitting Department Data or Confidential Data.

7.3.1.10.2. Sign the Department's Business Use and Confidentiality Agreement and Asset Use Agreement, and the NH DoIT Department wide Computer Use Agreement upon execution of the Agreement and annually thereafter.

7.3.1.10.3. Only access the Department's intranet to view the Department's Policies and Procedures and Information Security webpages.

7.3.1.11. Contractor agrees, if any End User is found to be in violation of any of the above terms and conditions, said End User may face removal from the Agreement, and/or criminal and/or civil prosecution, if the act constitutes a violation of law.

7.3.1.12. Contractor agrees to notify the Department a minimum of three business days prior to any upcoming transfers or terminations of End Users who possess Department credentials and/or badges or who have system privileges. If End Users who possess Department credentials and/or badges or who have system privileges resign or are dismissed without advance notice, the Contractor agrees to notify the Department's Information Security Office or designee immediately.

**7.3.2. Workspace Requirement**

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7.3.2.1. If applicable, the Department will work with Contractor to determine requirements for providing necessary workspace and State equipment for its End Users.

**7.4. Contract End-of-Life Transition Services**

**7.4.1. General Requirements**

7.4.1.1. If applicable, upon termination or expiration of the Agreement the parties agree to cooperate in good faith to effectuate a smooth secure transition of the Services from the Contractor to the Department and, if applicable, the Contractor engaged by the Department to assume the Services previously performed by the Contractor for this section the new Contractor shall be known as "Recipient". Ninety (90) days prior to the end-of the contract or unless otherwise specified by the Department, the Contractor must begin working with the Department and if applicable, the new Recipient to develop a Data Transition Plan (DTP). The Department shall provide the DTP template to the Contractor.

7.4.1.2. The Contractor must use reasonable efforts to assist the Recipient, in connection with the transition from the performance of Services by the Contractor and its End Users to the performance of such Services. This may include assistance with the secure transfer of records (electronic and hard copy), transition of historical data (electronic and hard copy), the transition of any such Service from the hardware, software, network and telecommunications equipment and internet-related information technology infrastructure ("Internal IT Systems") of Contractor to the Internal IT Systems of the Recipient, and cooperation with and assistance to any third-party consultants engaged by Recipient in connection with the Transition Services.

7.4.1.3. If a system, database, hardware, software, and/or software licenses (Tools) was purchased or created to manage, track, and/or store Department Data in relationship to this contract said Tools will be inventoried and returned to the Department, along with the inventory document, once transition of Department Data is complete.

7.4.1.4. The internal planning of the Transition Services by the Contractor and its End Users shall be provided to the

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Department and if applicable the Recipient in a timely manner. Any such Transition Services shall be deemed to be Services for purposes of this Agreement.

7.4.1.5. Should the data Transition extend beyond the end of the Agreement, the Contractor agrees that the Information Security Requirements, and if applicable, the Department's Business Associate Agreement terms and conditions remain in effect until the Data Transition is accepted as complete by the Department.

7.4.1.6. In the event where the Contractor has comingled Department Data and the destruction or Transition of said data is not feasible, the Department and Contractor will jointly evaluate regulatory and professional standards for retention requirements prior to destruction, refer to the terms and conditions of the Department's DHHS Information Security Requirements Exhibit.

**7.4.2. Completion of Transition Services**

7.4.2.1. Each service or Transition phase shall be deemed completed (and the Transition process finalized) at the end of 15 business days after the product, resulting from the Service, is delivered to the Department and/or the Recipient in accordance with the mutually agreed upon Transition plan, unless within said 15 business day term the Contractor notifies the Department of an issue requiring additional time to complete said product.

7.4.2.2. Once all parties agree the data has been migrated the Contractor will have 30 days to destroy the data per the terms and conditions of the Department's Information Security Requirements Exhibit.

**7.4.3. Disagreement over Transition Services Results**

7.4.3.1. In the event the Department is not satisfied with the results of the Transition Service, the Department shall notify the Contractor, in writing, stating the reason for the lack of satisfaction within 15 business days of the final product or at any time during the data Transition process. The Parties shall discuss the actions to be taken to resolve the disagreement or issue. If an agreement is not reached, at any time the Department shall be entitled to initiate actions in accordance with the Agreement.

**8. Additional Terms**

RFP-2022-OCOM-01-COMMU-01-A02

Ascentria Community Services, Inc.

Contractor Initials

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5/1/2024  
Date

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**8.1. Impacts Resulting from Court Orders or Legislative Changes**

8.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

**8.1.2. Credits and Copyright Ownership**

8.1.3. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement, "The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

8.1.4. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use.

8.1.5. The Department shall retain copyright ownership for any and all original materials produced, including, but not limited to:

- 8.1.5.1. Brochures;
- 8.1.5.2. Resource directories;
- 8.1.5.3. Protocols or guidelines;
- 8.1.5.4. Posters;
- 8.1.5.5. Reports;

8.1.6. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

**9. Records**

9.1. The Contractor shall keep records that include, but are not limited to:

9.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

9.1.2. All records must be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department and to include, without limitation, all ledgers, books, records, and

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evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

- 9.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Agreement and upon payment of the price limitation hereunder, the Agreement and all the obligations of the parties hereunder (except such obligations as, by the terms of the Agreement are to be performed after the end of the term of this Contract and/or survive the termination of the Agreement) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

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14004 (7 Budget Amendment 1 977)

July 1, 2024 - June 30, 2025 SERVICE TYPE:	Worked Hours (M-F, 8:00 a.m. - 4:30 p.m.)			Night Hours, Holidays, & Weekends and Emergencies**		Hourly Travel Rates***			Travel Reimbursement****			
	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Proposed 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Travel Hours 0.00	Total Cost of Travel \$0.00	Travel Reimbursement Rate 1.00	Travel in Partial Mileage 0.00	Total Cost of Travel \$0.00
0) <b>Apply to (Foreign) Language Interpretation</b>												
0) <b>Face-to-Face (F2F) In Person Interpretation:</b> - Based on 1 hour minimum, and thereafter by 15 minute increments. Any consecutive appointments at the same location by the same interpreter shall be treated as a singular appointment for billing purposes.												
<b>Foreign Language Interpretation*</b>	\$ 82.00	1,150	\$ 94,100.00	\$ 82.00	45	\$ 3,690.00						
<b>Domestic Foreign Language Interpretation*</b>				\$ 82.00	0	\$ 0.00						
0) <b>Over-the-Phone Interpretation (OTI) (on demand)</b>	\$ 1.35	127,850	\$ 172,587.50									
<b>Appointments/Events and MAAS appointments</b>	\$ 3.00	250	\$ 750.00									
<b>Out-of-state</b>												
<b>Multi-lingual Fluency Testing</b>	\$ 148.00	3	\$ 434.00									
0) <b>Video Remote Interpretation (VRI) (on demand)</b>	\$ 1.91	730	\$ 1,394.30									
0) <b>Day Specific Document Interpretation (DSDI)</b> - Week Schedule - 7 days for a maximum of 72 hrs of interpretation up to 30 hrs interpretation	\$ 84.00	8,700	\$ 730,800.00									
0) <b>Translation Services</b>												
<b>Foreign Language to English:</b>												
Spanish, Portuguese Languages	\$ 0.18	11,000	\$ 1,980.00									
Western European	\$ 0.21	7,700	\$ 1,617.00									
Eastern European	\$ 0.30	78,000	\$ 23,400.00									
Other (Arabic, Hindi, Chinese, Malay, Somali, etc)	\$ 0.32	15,000	\$ 4,800.00									
<b>English to Foreign Language:</b>												
Spanish, Portuguese Languages	\$ 0.18	10,000	\$ 1,800.00									
Western European	\$ 0.21	20,000	\$ 4,200.00									
Eastern European	\$ 0.30	17,500	\$ 5,250.00									
Other (Arabic, Hindi, Chinese, Malay, Somali, etc)	\$ 0.32	10,000	\$ 3,200.00									
Formatting Per Page	\$ 0.80	1,000	\$ 800.00									
24 hour turnaround - surcharge per word	\$ 0.10	45,000	\$ 4,500.00									
English to Braille	\$ 0.30	3,750	\$ 1,125.00									
Proofreading / Editing	\$ 82.00	3	\$ 246.00									
0) <b>Services for Individuals who Are Not U.S.-Born</b>												
<b>Reading and recording services</b>	\$ 82.00	3	\$ 246.00	\$ 82.00	3	\$ 246.00						
<b>Large Print (printing terminals) items</b>	\$ 82.00	3	\$ 246.00	\$ 82.00	3	\$ 246.00						
<b>Large Print (per page)</b>	\$ 74.00	25	\$ 1,850.00	\$ 74.00	25	\$ 1,850.00						
<b>This includes scheduled OTI plus VRI services</b>												
<b>Sub Totals</b>			\$ 915,430			\$ 3,690						\$ 74,870
<b>Total for Spanish Language Services</b>												\$ 74,870



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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF THE COMMISSIONER

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-9200 1-800-852-3345 Ext. 9200

Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

Lori A. Stiblaette  
Commissioner

Lori A. Weaver  
Deputy Commissioner

December 30, 2021

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing contract with Ascentria Community Services, Inc. (VC#222201), Concord, NH, to provide communication access to community partners to support COVID-19 services, by increasing the price limitation by \$550,000 from \$2,435,289 to \$2,985,289 with no change to the contract completion date of June 30, 2024, effective upon Governor and Council approval. 100% Federal Funds.

The original contract was approved by Governor and Council on June 16, 2021, item #8.

Funds are available in the following accounts for State Fiscal Years 2022 and 2023, and are anticipated to be available in State Fiscal Year 2024, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

095-090-901010-57710000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS  
DEPT OF, HHS: PUBLIC HEALTH DIVISION, BUREAU OF POLICY AND PERFORMANCE,  
PH COVID-19 HEALTH DISPARITIES

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2022	074-500589	Grants for Public Asst and Relief	TBD	\$0	\$550,000	\$550,000
			<i>Subtotal</i>	\$0	\$550,000	\$550,000

05-95-042-422010-79210000 Health and Social Services, Dept. of Health and Human Svcs.,  
HHS Human Services Div., Office of Health Equity, Minority Health/Refugee Affairs

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 2 of 3

2022	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2023	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
2024	102-500731	Contracts for Prog Svc	Various	\$811,763	\$0	\$811,763
			<b>Subtotal</b>	<b>\$2,435,289</b>	<b>\$0</b>	<b>\$2,435,289</b>
			<b>Total</b>	<b>\$2,435,289</b>	<b>\$550,000</b>	<b>\$2,985,289</b>

**EXPLANATION**

The purpose of this request is for the Contractor to provide communication access to community partners to support health equity work related to COVID-19 services. The Contractor will provide communication access services to community partners that include: spoken language interpretation, American Sign Language, Certified Deaf Interpreters, Oral Interpreters, Deaf-Blind Tactile Interpreters, Cued Speech Interpreters and Communication Access Real-Time Service.

The Contractor will provide will services to individuals who are Deaf, who have Hearing Loss, who experience Speech Impairments, who may not speak English, have Limited English Proficiency (LEP), and Braille translation for individuals who are blind or who have low-vision. The population served includes residents statewide.

The community partners, which include non-profit organizations, municipalities, and health care providers, will contact the Department to request communication access for the purpose of COVID-19 services and to support health equity across the State. The Department will work with the Contractor and the community partner to ensure communication access is available.

The Department will monitor contracted services using the following performance measures:

- Individuals served feel their communication access needs were met as evidenced by 85% of responses reporting satisfaction.
- Department staff feel they are able to appropriately serve individuals with communication access needs as evidenced by 85% of Department staff survey returned responses reporting that the contractor appropriately delivered services.
- Department staff have the translated written materials they need in order to serve clients effectively as evidenced by translation requests being fulfilled within 14 calendar days at least 90% of the time.
- Communication Access service capacity is consistently maintained as evidenced by 95% of DHHS' submitted interpretation/communication access requests are fulfilled, or a mutually agreeable alternative is provided by the selected vendor.

As referenced in Exhibit A of the original agreement, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and Governor and Council approval. The Department is not exercising its option to renew at this time.

Should the Governor and Council not authorize this request partners communication access services may be unavailable to individuals most in need of COVID-19 services who may

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His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

not speak English, have limited English proficiency, are deaf or have hearing loss. Further, individuals may not be able to access valuable information available through public forums, conferences, and/or events sponsored by the Department. Additionally, emergency communication bulletins may not reach those most in need of the emergency alerts. Lack of communication access services violates federal civil rights laws, which require that communication assistance be provided for individuals who need it.

Area served: Statewide

Source of Federal Funds: Assistance Listing Number #93.391; FAIN # NH75OT000031

In the event that the Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,

DocuSigned by:  
*Ann H. Landry*  
74B8B37ED8E8488

Ann Landry  
Associate Commissioner

**State of New Hampshire  
Department of Health and Human Services  
Amendment #1**

This Amendment to the Communication Access Services contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Ascentria Community Services, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on June 16, 2021, (Item # 8), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract and in consideration of certain sums specified; and

WHEREAS, pursuant to Form P-37, General Provisions, Paragraph 17, the Contract may be amended upon written agreement of the parties and approval from the Governor and Executive Council; and

WHEREAS, the parties agree to increase the price limitation and modify the scope of services to support continued delivery of these services; and

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and conditions contained in the Contract and set forth herein, the parties hereto agree to amend as follows:

1. Form P-37, General Provisions, Block 1.8, Price Limitation, to read:

\$2,985,289

2. Modify Exhibit B, Scope of Services, Section 1 Statement of Work – General, by adding Subsection 1.11 to read:

1.11 The Contractor shall provide communication access as described in Sections 2 and 3 to community partners, as approved by the Department, for the purpose of supporting health equity work related to COVID-19 services. Community partners may include, but are not limited to:

1.11.1 Not-for-profit organizations;

1.11.2 Municipalities;

1.11.3 Health care providers;

3. Modify Exhibit B, Scope of Services, Section 1 Statement of Work – General, by adding Subsection 1.12 to read:

1.12 The Contractor shall comply with all Department requirements, policies, and procedures relative to infection prevention, mitigation, and control to mitigate the risks of disease transmission prior to the commencement of services.

4. Modify Exhibit C, Payment Terms, Section 1, to read:

1. This Agreement is funded by:

1.1. 23% Federal Funds from various sources.

1.2. 54% General funds.

1.3. 23% Federal funds from from the New Hampshire Initiative to Address COVID-19 Health Disparities, as awarded on May 27, 2021 by the Centers for Disease Control and Prevention, CFDA #93.391, FAIN NH75OT000031.

All terms and conditions of the Contract not modified by this Amendment remain in full force and effect. This Amendment shall be effective upon Governor and Council approval.

IN WITNESS WHEREOF, the parties have set their hands as of the date written below.

State of New Hampshire  
Department of Health and Human Services

2/22/2022

Date

DocuSigned by:  
Ann H. Landry  
24DA037E00E0468...

Name: Ann H. Landry

Title: Associate Commissioner

Ascentria Community Services, Inc.

2/21/2022

Date

DocuSigned by:  
Aimee Mitchell  
A2B8CC3A777C49C...

Name: Aimee Mitchell

Title: Chief Community Services Officer



MAY 28 '21 PM 3:29 RCUD

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MAC



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF THE COMMISSIONER

129 PLEASANT STREET, CONCORD, NH 03301-3857

603-271-9200 1-800-852-3345 Ext. 9200

Fax: 603-271-4912 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

Lori A. Shilbette  
Commissioner

Lori A. Weaver  
Deputy Commissioner

May 25, 2021

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a contract with Ascentria Community Services, Inc. (V# 222201), Concord, NH in the amount of \$ 2,435,289 for statewide communication access services, with the option to renew for up to three (3) additional years, effective upon Governor and Council approval through June 30, 2024, 28% Federal Funds, 72% General Funds.

Funds are anticipated to be available in State Fiscal Years 2022, 2023, and 2024, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust budget line items within the price limitation and encumbrances between state fiscal years through the Budget Office, if needed and justified.

05-95-042-422010-79210000 Health and Social Services, Dept. of Health and Human Svs., HHS Human Services Div., Office of Health Equity, Minority Health/Refugee Affairs

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2022	102-500731	Contracts for Prog Svc	Various	\$811,763
2023	102-500731	Contracts for Prog Svc	Various	\$811,763
2024	102-500731	Contracts for Prog Svc	Various	\$811,763
			Subtotal	\$2,435,289

**EXPLANATION**

The purpose of this request is for statewide communication access services for individuals who correspond with the Department who are deaf, have hearing loss, are blind, have low vision, speech impairments, do not speak English, or have Limited English Proficiency (LEP). In addition, this request is for communication access services for Department staff, to ensure employees of the Department can communicate with clients that correspond with the Department. This Department staff seeks services, that include, but are not limited to, telephone services, translation of written materials, and in-person services.

The Contractor will service individuals who are Deaf, who have Hearing Loss, who experience Speech Impairments, who may not speak English, have Limited English Proficiency

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council

Page 2 of 3

(LEP), and Braille translation for individuals who are blind or who have low-vision. The population served includes residents statewide.

The Contractor will provide interpretation and translation services in multiple locations to current and potential customers of the Department, including the public who attend Department-sponsored public forums, or who receive Department public broadcasts or emergency communications. The Contractor will continue to provide services that include: spoken language interpretation, American Sign Language, Certified Deaf Interpreters, Oral Interpreters, Deaf-Blind Tactile Interpreters, Cued Speech Interpreters and Communication Access Real-Time Service. These services ensure a uniform and comprehensive approach for all individuals to experience meaningful access to Department information, programs and services.

The Contractor will provide services that are understandable and respectful, in a responsive manner, for individuals with diverse cultural health beliefs and practices, in their preferred language, with preferred interpreters. The Contractor consistently responds to urgent needs for communication access across the Department, and actively collaborates with the Department to ensure forms and documents received in languages other than English are translated in a timely manner.

The Department will monitor contracted services using the following performance measures:

- Individuals served feel their communication access needs were met as evidenced by 85% of responses reporting satisfaction.
- Department staff feel they are able to appropriately serve individuals with communication access needs as evidenced by 85% of Department staff survey returned responses reporting that the contractor appropriately delivered services.
- Department staff have the translated written materials they need in order to serve clients effectively as evidenced by translation requests being fulfilled within 14 calendar days at least 90% of the time.
- Communication Access service capacity is consistently maintained as evidenced by 95% of DHHS submitted interpretation/communication-access requests are fulfilled, or a mutually agreeable alternative is provided by the selected vendor.

The Department selected the Contractor through a competitive bid process using a Request for Proposals (RFP) that was posted on the Department's website from 12/23/2020 through 2/2/2021. The Department received one (1) response that was reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

As referenced in Exhibit A of the attached contract, the parties have the option to extend the agreement for up to three (3) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and Governor and Council approval.

Should the Governor and Council not authorize this request communication access services may be unavailable to individuals most in need of Department services who may not speak English, have limited English proficiency, are deaf or have hearing loss. Further, individuals may not be able to access valuable information available through public forums, conferences and/or events sponsored by the Department. Lastly, emergency communication bulletins may not reach those most in need of the emergency alerts. Lack of communication access services violates federal civil rights laws, which require that communication assistance be provided for individuals who need it.

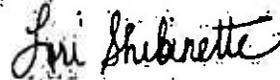
His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
Page 3 of 3

Area served: Statewide

Source of Funds: 28% Federal Funds, and 72% General Funds.

In the event that the Federal Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Shibinette  
Commissioner



**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doi](http://www.nh.gov/doi)

**Denis Goulet**  
*Commissioner*

May 25, 2021

**Lori A. Shibillette, Commissioner**  
**Department of Health and Human Services**  
**State of New Hampshire**  
129 Pleasant Street  
Concord, NH 03301

Dear Commissioner Shibillette:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with Ascentria Community Services, Inc. (VC# 222201) as described below and referenced as DoIT No. 2021-072:

This is a request to enter into an agreement to provide DHHS with communication access services. The vendor will provide a centralized appointment scheduling system that is accessed via a secured web-portal for individuals who correspond with the Department and who are deaf, having hearing loss, are blind, have low vision, have speech impairments, do not speak English, and have Limited English Proficiency (LEP).

The amount of the contract is not to exceed \$2,435,289.00, and shall become effective upon the date of Governor and Executive Council approval through June 30, 2024.

A copy of this letter should accompany the Department of Health and Human Services' submission to the Governor for approval.

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/kaf  
DoIT #2021-072  
RID: N/A

cc: Michael Williams, IT Manager, DoIT



**New Hampshire Department of Health and Human Services  
Office of Business Operations  
Contracts & Procurement Unit  
Scoring Sheet**

**Communication Access Services**

**RFP-2022-OCOM-01-COMMU**

RFP Name

RFP Number

Reviewer Names

Bidder Name

RFP Name	Bidder Name
1.	Ascentria Community Services
2.	
3.	
4.	
5.	
6.	
7.	

Pass/Fail	Points - Section 2.4	Actual Points
	775	860
Pass/Fail	Points - Section 2.5	Actual Points
	850	732

1. Aneta Knudica, Comm. Access Coordinator
2. Joan Marcus, Program Spec. IV.
3. Jennifer Jones, Admin. IV
4. Laura McGlashan, Program Spec. III
5. Robert Dalgle, Busn. Admn. III
- 6.
- 7.
- 8.
- 9.

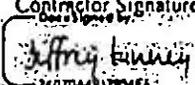
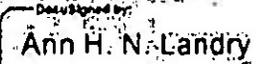
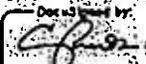
Subject: Communication Access Services (RFP-2022-OCOM-01-COMMU-01)

**Notice:** This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

**AGREEMENT**

The State of New Hampshire and the Contractor hereby mutually agree as follows:

**GENERAL PROVISIONS**

<b>I. IDENTIFICATION</b>			
1.1 State Agency Name New Hampshire Department of Health and Human Services	1.2 State Agency Address 129 Pleasant Street Concord, NH 03301-3857		
1.3 Contractor Name Ascendia Community Services, Inc.	1.4 Contractor Address 261 Sheep Davis Road, A.1 Concord, NH 03301		
1.5 Contractor Phone Number (603) 410-3322	1.6 Account Number 05-95-042-422010-79210000	1.7 Completion Date June 30, 2024	1.8 Price Limitation \$2,435,289
1.9 Contracting Officer for State Agency Nathan D. White, Director		1.10 State Agency Telephone Number (603) 271-9631	
1.11 Contractor Signature  Date: 5/19/2021		1.12 Name and Title of Contractor Signatory Jeffrey Kinney, Chief of Staff & External Relations	
1.13 State Agency Signature  Date: 5/21/2021		1.14 Name and Title of State Agency Signatory Ann H. N. Landry, Associate Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 5/25/2021			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			



**2. SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

**3.1** Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

**3.2** If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

**5.1** The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

**5.2** The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

**5.3** The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

**5.4** Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.**

**6.1** In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations, and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

**6.2** During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

**6.3** The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

**7.1** The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

**7.2** Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

**7.3** The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

JK

**8. EVENT OF DEFAULT/REMEDIES**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied, within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set-off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3 No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**9. TERMINATION**

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT D. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

**10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION**

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA, chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS**

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

**13. INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

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Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from the requirements of N.H. RSA chapter 281-A (*Workers' Compensation*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain and require any subcontractor or assignee to secure and maintain payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

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New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT A

**REVISIONS TO STANDARD CONTRACT PROVISIONS**

1. Revisions to Form P-37, General Provisions:

1.1 Paragraph 3, Effective Date/Completion of Services, is amended by adding subparagraph 3.3 as follows:

3.3. The parties may extend the Agreement for up to three (3) additional years from the Completion Date, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and approval of the Governor and Executive Council.

1.2 Paragraph 12, Assignment/Delegation/Subcontracts, is amended by adding subparagraph 12.3 as follows:

12.3 Subcontractors are subject to the same contractual conditions as the Contractor and the Contractor is responsible to ensure subcontractor compliance with those conditions. The Contractor shall have written agreements with all subcontractors, specifying the work to be performed and how corrective action shall be managed if the subcontractor's performance is inadequate. The Contractor shall manage the subcontractor's performance on an ongoing basis and take corrective action as necessary. The Contractor shall annually provide the State with a list of all subcontractors provided for under this Agreement and notify the State of any inadequate subcontractor performance.

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Scope of Services

1. Statement of Work - General

1.1. The Contractor shall provide a uniform and comprehensive approach for individuals to obtain the communication access services they need, including:

1.1.1. Current and potential clients of the Department interacting with Department staff.

1.1.2. Individuals seeking employment with the Department and those who work for the Department.

1.1.3. Employees of the Department, to enable them to effectively communicate with clients, applicants for services, and members of the public.

1.1.4. Members of the public attending Department sponsored public forums, such as events, conferences, and/or meetings.

1.1.5. Members of the public receiving Department public broadcasts and emergency communications.

1.1.6. Document translation.

1.2. The Contractor shall provide communication access services for individuals listed in Section 1.1, 365 days a year, 24 hours a day 7 days a week who correspond with the Department who:

1.2.1. Are deaf.

1.2.2. Have hearing loss.

1.2.3. Are blind.

1.2.4. Have low vision.

1.2.5. Have speech impairments.

1.2.6. Do not speak English.

1.2.7. Have Limited English Proficiency (LEP).

1.3. The Contractor shall respond to unplanned, urgent needs for communication access within forty-eight (48) hours of receiving notice from the Department, which includes but is not limited to services needed for:

1.3.1. Bureau of Elderly and Adult Services or Division for Children, Youth and Families protective cases.

1.3.2. New Hampshire Hospital patients.

1.3.3. Glenciff home residents.

1.3.4. Public Health Emergencies.

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1.3.5. DHHS public broadcasts and emergency communications.

1.3.6. District Offices.

1.3.7. Philbrook Adult Transitional Housing.

1.3.8. John H. Sununu Youth Services Center.

1.4. Scheduling Appointments:

1.4.1. The Contractor shall provide communication access services to the Department by providing:

1.4.1.1. Scheduled appointments.

1.4.1.2. Walk-in assistance.

1.4.1.3. Telephone assistance.

1.4.1.4. Translations of written documents.

1.4.2. The Contractor shall work collaboratively with the Department to ensure compliance with the federal Civil Rights Laws Title VI, Civil Rights Act of 1964, Americans with Disability Acts of 1990, Section 504 Rehabilitation Act of 1973, and New Hampshire RSA: 521-A and 354-A.

1.4.3. The Contractor shall:

1.4.3.1. Ensure Customer Services Coordinators answer phones and take requests for communication access services during business hours and a 24/7 after-hours weekend answering service, to answer calls and assist with weekend emergencies. The Customer Services Coordinators shall obtain the following information, which includes but is not limited to:

1.4.3.1.1. Names(s) and contact information for individual(s) attending the appointment.

1.4.3.1.2. Effective and appropriate mode of communication requested.

1.4.3.1.3. Requested interpreter, if applicable.

1.4.3.2. Provide an American Sign Language (ASL) Coordinator during business hours and for the weekend answering services, to monitor the requests received for Deaf and Hard of Hearing Services.

1.4.3.3. Communicate any inability to accommodate the request as soon as possible to the requesting individual, and provide other options to meet the requestor's need, including an alternative date for the service or a different modality of providing the service.

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1.4.3.4. Ensure that any foreseeable interpreter absences are coordinated with the Department, and that alternative interpreters are made available for the given period.

1.4.4. The Contractor shall provide a centralized appointment scheduling system that is accessed via a secured web-portal. The Contractor shall:

1.4.4.1. Provide credentials to access the database to each person who will be requesting services.

1.4.4.2. Assign the most appropriate available interpreter, and then send email confirmation to the requesting person. The Department will have the option to review the following information, which shall include but is not limited to:

1.4.4.2.1. Interpreter name.

1.4.4.2.2. Interpreter credentials, as available.

1.4.4.2.3. Edit request.

1.4.4.2.4. Cancel request.

1.4.4.3. Maintain and preserve electronic retrievable individual records relating to each individual served, which includes but is not limited:

1.4.4.3.1. Client name.

1.4.4.3.2. Client communication access preferences.

1.4.4.3.3. Interpreter preferences.

1.4.4.3.4. Instructions for interpreter preferences; particular arrangements or any other specialized instructions can also be noted on the request.

1.4.4.3.5. List of clients who have been served through previous Department service requests.

1.4.4.4. Ensure the Department's Account Administrator for the platform is able to add/remove users and change user permission levels to increase self-service abilities within the platform.

1.4.4.5. Ensure that the web-portal and database is a secured website that ensures the privacy rights of individuals served through this Agreement. The Contractor shall maintain all information in accordance with standards for confidentiality of all participant information that is acquired by any means. Access to confidential information pertaining to the Agreement and the individuals served through it are limited to only those staff that have a need to know in order to perform their job duties.

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- 1.4.4.6. Ensure every service encounter or transaction provided by this Agreement is linked to the centralized appointment scheduling system, to permit analysis of utilization by both the Contractor and the Department.
- 1.4.4.7. Provide the Department's authorized users with access to the web-portal scheduling platform and database for scheduling, and access to a variety of reporting tools and trainings. The tools shall include, but is not limited to:
  - 1.4.4.7.1. Interpreter usage.
- 1.5. The Contractor shall utilize sixteen (16) iPads, paid for with funds from this Agreement, as referenced in Exhibit C-1, the iPads shall include the Contractor's translation software services. The Contractor shall ensure that the iPads are returned to the Department within thirty (30) business days of Agreement completion date, as referenced within the P-37, if an extension is needed the Contractor will make the Department aware. The iPads can only be used to support services as defined in this Agreement.
- 1.6. The Contractor agrees to the following terms regarding the ownership and use of the iPads, the Contractor shall:
  - 1.6.1. Ensure that the iPads are returned to the Department within thirty (30) business days of Agreement completion date, as referenced within the P-37, if an extension is needed the Contractor will make the Department aware. The iPads can only be used to support services as defined in this Agreement.
  - 1.6.2. Use of the iPad is a non-transferable right for the User to use the iPad.
  - 1.6.3. The Contractor shall maintain, manage an asset inventory and shall notify the Department if the iPad is damaged, lost or stolen.
  - 1.6.4. The Contractor agrees applications loaded onto the iPad will be restricted to software required for language interpretation. Email software or accessibility will not be permitted.
  - 1.6.5. In accordance with Exhibit K - Information Security Requirements, the Contractor acknowledges responsibility for maintaining security standards including but not limited to antivirus software, patching and software updates.
  - 1.6.6. The Contractor acknowledges the Department's Security Office and NH DoIT will not provide technical assistance or IT support in association with the use of the iPad.
  - 1.6.7. Prior to returning the iPads the Contractor agrees to sanitize all data and non-factory issued software from said devices. The Contractor

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agrees to cleanse all data and using the Purge technique unless Purge cannot be applied due to the firmware involved. For National Institute of Standards and Technology (NIST) Media Sanitization Guides refer to the NIST Special Publication 800-88 Rev.1, or later for guidelines at <https://csrc.nist.gov/publications/sp800>.

1.7. The Contractor shall notify the Department (the Department shall notify the Contractor) of cancellations of all in-person foreign language interpretation appointments within twenty-four (24) hours of the scheduled appointment. Payments by the Department when foreign language interpreter assignments are cancelled by the Contractor are as follows, including cancellations due to inclement weather:

1.7.1. If an interpretation assignment is cancelled more than twenty-four (24) hours in advance, there will be no charge to the Department. This is also applicable to scheduled Over-the-phone interpretation (OPI) and Video Remote Interpretation;

1.7.2. If an interpretation assignment is cancelled less than twenty-four (24) hours in advance, the entire block of time that was scheduled may be charged by the Contractor. This is also applicable to scheduled OPI and VRI; and

1.7.3. For document translation requests that are cancelled by the Department after work has commenced, a fee based on the percentage of the services performed may be charged to the Department;

1.8. The Contractor shall notify the Department (the Department shall notify the Contractor) of cancellations of all in-person American Sign Language (ASL), Certified Deaf Interpreters (CDI), and Communication Access Real-Time (CART) Services (CART) interpretation appointments within forty-eight (48) hours of the scheduled appointment. Payments when ASL/CDI/CART interpreter assignments are cancelled are as follows, including cancellations due to inclement weather:

1.8.1. If an interpretation assignment is cancelled more than forty-eight (48) hours in advance, there will be no charge to the Department. This is also applicable to scheduled VRI; and

1.8.2. If an interpretation assignment is cancelled less than forty-eight (48) hours in advance, the entire block of time that was scheduled will be charged, including travel time and mileage. Applicable to scheduled VRI.

1.9. Interpreter Qualifications:

1.9.1. The Contractor shall provide qualified staff who are licensed by the NH Interpreter Licensure Board and approved under the NH Department of

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Education (DOE), under RSA 326-I, who:

- 1.9.1.1. Demonstrate linguistic competency and proficiency in both English and another language, along with sensitivity to the culture of individuals needing communication assistance, with the demonstrated ability to accurately relay information in both languages, fluently.
- 1.9.1.2. Have completed a minimum of sixty (60) hours of a certified interpretation training program, including fifteen (15) hours with a language-specific coach, and have passed a series of aptitude tests including English and the target language proficiency tests.
- 1.9.1.3. Complete a sixty (60)-hour training course certificate and pass an in-house medical interpreter skills test.
- 1.9.1.4. Have completed certification through a qualified interpreter certification board.
- 1.9.1.5. Complete at least two continuing education classes per year as well as mandatory annual employee training including the topics of HIPAA, infections disease, cultural competency, and sexual harassment.
- 1.9.1.6. Legal interpreters must be observed in a legal setting by the Quality Assurance Coordinator or other designated staff and have received a satisfactory score. They must also pass an in-house legal terminology test.
- 1.9.1.7. Understand interpreter ethics and client confidentiality needs and abide by the medical/legal interpreter professional code of conduct.
- 1.9.1.8. Have appropriate pre-employment immunizations and health screenings, including the tuberculosis test, COVID-19 Vaccination, if applicable, and preferred 12 panel drug screening.
- 1.9.1.9. Ensure that all qualified interpreters have full background checks including Criminal Offender Record Information (CORI), Sex Offender Registry Information (SORI), and monthly Office of Inspector General (OIG). Qualified interpreters must have passed a successful New Hampshire criminal background check prior to performing services under this Agreement.
- 1.9.1.10. Understand interpreter ethics and client confidentiality needs and abide by the professional code of conduct

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- 1.9.2. The Contractor shall ensure interpreters sign confidentiality agreement, as requested by the Department on an annual basis and submit to the Department.
- 1.9.3. The Contractor shall ensure each interpreter keeps detailed records of all communication assistance services provided on behalf of the Department for quality assurance and utilization review. The Contractor shall ensure the following information is tracked:
  - 1.9.3.1. Appointment start and end time.
  - 1.9.3.2. Interpreter's performance and appointment history.
  - 1.9.3.3. Confirmation for payment.
- 1.10. The Contractor shall work closely and collaboratively with Department staff to ensure that the Department's communication access needs are being met effectively, which includes but is not limited to the Contractor:
  - 1.10.1. Participating in the Department Communication Access Work Group, comprised of cross-Department representatives as well as external stakeholders.
  - 1.10.2. Developing and providing regular data and reports that indicate trends and needs of services provided, statewide.
  - 1.10.3. Responding to annual assessments and feedback from divisions within the Department to meet communication needs statewide.
  - 1.10.4. Modifying the proposed service-delivery model in response to these inputs, as needed, to ensure continuous quality improvement.
  - 1.10.5. Working collaboratively with Department staff to learn the variety of services available in order for the Contractor's staff to effectively describe these services to clients/applicants.
  - 1.10.6. Teaching Department staff about the variety of communication access services available through this Agreement as well as the specific processes and procedures that will be used for accessing services.
  - 1.10.7. Updating and providing a current list of available interpreters and translators to the Department on a quarterly basis.
  - 1.10.8. Supporting communication access services provided to the Department. Support will include, but is not limited to:
    - 1.10.8.1. Creating or updating informational materials, language identification cards, and instructions.
    - 1.10.8.2. Assigning a single point of contact who is responsible for coordination of all services, and is available to address all questions and concerns as they arise.

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- 1.10.9. The Contractor shall attend meetings with the Department every two (2) months, and shall provide updates and report on their progress towards meeting all performance measures and overall program objectives.
2. **Statement of Work – Services for Individuals who are Deaf or who have Hearing Loss, or for Individuals who experience Speech Impairments**
- 2.1. The Contractor shall provide statewide communication access services to individuals who are deaf, have hearing loss, are blind, have low vision, or have speech impairments. Services shall be provided twenty-four (24) hours a day, seven (7) days per week. Services must include, but are not limited to:
- 2.1.1. American Sign Language (ASL) Interpreters;
  - 2.1.2. Certified Deaf Interpreters (CDI);
  - 2.1.3. Oral Interpreters;
  - 2.1.4. Deaf-Blind Tactile Interpreters;
  - 2.1.5. Cued Speech Interpreters;
  - 2.1.6. Communication Access Real-Time (CART) Services;
  - 2.1.7. Nepali Sign Language (NSL);
  - 2.1.8. Large Print; and
  - 2.1.9. ASL Sight Translation via video.
- 2.2. The Contractor shall ensure services are available in multiple settings, which include but are not limited to:
- 2.2.1. Department district offices, satellite offices, Department-run institutions and various centralized locations throughout the State;
  - 2.2.2. In the community, such as in clients' homes; and
  - 2.2.3. Public meeting venues.
3. **Statement of Work – Services for individuals who may not speak English or have Limited English Proficiency (LEP), Braille translation for individuals who are blind and services for individuals who have Low-Vision.**
- 3.1. The Contractor shall provide spoken language interpretation services statewide for individuals who are not English speaking or have LEP. In addition, the Contractor shall provide Braille translation services statewide for individuals who are blind, and services for individuals who have Low-Vision. The services must be available in a variety of languages twenty-four (24) hours a day, seven (7) days per week. The in-person language interpretation services shall include, but are not limited to the following languages:

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- 3.1.1. Arabic
- 3.1.2. Albanian
- 3.1.3. Albanian (from Kosovo)
- 3.1.4. Amharic
- 3.1.5. Arabic
- 3.1.6. Bosnian
- 3.1.7. Burmese
- 3.1.8. Cambodian/Khmer
- 3.1.9. Chinese (Cantonese)
- 3.1.10. Chinese (Mandarin)
- 3.1.11. Croatian
- 3.1.12. Dari
- 3.1.13. Dzongkha (Bhutanese)
- 3.1.14. Farsi
- 3.1.15. French (Parisian)
- 3.1.16. French (Canadian)
- 3.1.17. Ga
- 3.1.18. German
- 3.1.19. Greek
- 3.1.20. Guam
- 3.1.21. Gujarati
- 3.1.22. Haitian Creole
- 3.1.23. Hindi
- 3.1.24. Indonesian
- 3.1.25. Italian
- 3.1.26. Japanese
- 3.1.27. Kikongo
- 3.1.28. Kinyarwanda/Kirundi
- 3.1.29. Korean
- 3.1.30. Krahn
- 3.1.31. Kurdish

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- 3.1.32. Liberian English
- 3.1.33. Lingala
- 3.1.34. Luganda
- 3.1.35. Maay
- 3.1.36. Malay
- 3.1.37. Malayalam
- 3.1.38. Moldovan
- 3.1.39. Nepali
- 3.1.40. Nepali Sign Language (NSL)
- 3.1.41. Polish
- 3.1.42. Portuguese
- 3.1.43. Punjabi
- 3.1.44. Rohingya
- 3.1.45. Romanian
- 3.1.46. Russian
- 3.1.47. Serbian
- 3.1.48. Somali
- 3.1.49. Southeast Asian
- 3.1.50. Spanish
- 3.1.51. Swahili
- 3.1.52. Tamil
- 3.1.53. Thai
- 3.1.54. Turkish
- 3.1.55. Twi
- 3.1.56. Ukrainian
- 3.1.57. Urdu
- 3.1.58. Vietnamese
- 3.1.59. Other languages upon request

3.2. The Contractor shall ensure interpretation services are available in multiple settings, which include but are not limited to:

3.2.1. District offices, satellite offices, institutions and various centralized

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- locations throughout the State.
- 3.2.2. In the Community, such as in clients' homes.
  - 3.2.3. Public meeting venues.
  - 3.3. The Contractor shall provide communication access aids, which shall include but is not limited to:
    - 3.3.1. Face-to-face (FTF) in-person interpretation.
    - 3.3.2. Over-the-phone interpretation (OPI).
    - 3.3.3. Video Remote Interpretation (VRI).
  - 3.4. The Contractor shall provide site-specific, dedicated interpreters stationed at high-volume District Offices for scheduled blocks of time during regular work hours, as described in Section 3.5.2.6 below.
  - 3.5. Site-Specific Dedicated Interpreters
    - 3.5.1. The Contractor shall provide up to ninety (90) hours per week of dedicated, block-scheduled on-site interpreters, who must be stationed during regular work hours as identified in Section 3.5.2.6.
    - 3.5.2. The Contractor shall collaborate with Department staff to ensure the interpreter's time is of maximum benefit by providing bi-lingual support services when direct face-to-face interpretation services are not needed. Such support may include but is not limited to:
      - 3.5.2.1. Placing phone calls on behalf of Department staff.
      - 3.5.2.2. Interpreting telephone messages received on-site and at other locations.
      - 3.5.2.3. Reading and interpreting written materials for Department staff.
      - 3.5.2.4. Translating written materials (if the interpreter is also a qualified translator).
      - 3.5.2.5. The Department will conduct a periodic reassessment of on-site interpretation needs every six (6) months and reserves the right to change the allocation of languages and interpreter hours upon a thirty (30) day written advance notice to the Contractor. The Contractor shall ensure staff have the ability to work at other locations on a short-term basis, as requested by the Department, when the volume of interpretation needs within the specified district office is not sufficient to warrant the specified full-time equivalents or if a short-term need arises at a different location.

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3.5.2.6. The following is the anticipated allocation of the total of ninety (90) Block-scheduled hours per week for the period July 1, 2021 – June 30, 2023, across three (3) DOs:

	Manchester DO	Southern DO	Concord DO
Spanish	35 hours	35 hours	N/A
Swahili/Kirundi/Kinyarwanda	10	N/A	10

3.6. Translation Services

3.6.1. The Contractor shall translate written materials for the Department within 5-10 business days, unless otherwise requested by the Department, which include but are not limited to:

3.6.1.1. Forms.

3.6.1.2. Brochures.

3.6.1.3. Documents as requested, from English to other languages (including Braille).

3.6.1.4. Eligibility materials submitted by applicants and clients.

3.6.1.5. In the event of cancellation by the Department, the Contractor shall charge only for work that has already been completed.

3.6.2. The Contractor shall provide translation services for written materials as follows:

3.6.2.1. Source text is prepared for translation (if document is editable, translator works within the source file or within a Word file converted from the original, or document contents may be extracted into a bilingual two-column format).

3.6.2.2. Department staff can be consulted for answers to any terminology or format questions;

3.6.2.3. A translator translates the text;

3.6.2.4. Translated text is reviewed by an editor;

3.6.2.5. A second translator proofreads the translation if needed;

3.6.2.6. The first translator reviews/accepts/addresses any corrections;

3.6.2.7. Project management checks for basic errors (e.g., misspelling, number errors, omissions, awkward page breaks, character display) and ensures that everything is in order;

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3.6.2.8. If final document proofing is needed, Contractor graphics team places the text into its final format and the first translator reviews the final format to be sure text displays correctly, and

3.6.2.9. Project management delivers the project on time and according to Department expectations.

4. Scope of Services - Grievance & Appeals Process and Client Satisfaction Surveys

4.1. The Contractor shall ensure clients have the right to file a complaint or grievance and have such reports reviewed within three (3) days, unless the complaint directly impacts the health and wellness of the individual, in which case the complaint must be reviewed within twelve (12) hours. All report must be sent to the Department within twenty-four (24) hours of review.

4.2. The Contractor shall conduct client satisfaction surveys to measure customer satisfaction and provide them to the Department on a monthly basis, and as requested. The Contractor shall monitor the competency, confidentiality, and conduct of services by:

4.2.1. Sending Department staff who work with interpreters an overall satisfaction survey via a mobile application upon the completion of the scheduled appointment.

4.2.2. Sending at minimum a monthly Survey Monkey survey to clients and customers to complete, which includes a statement that all responses will remain anonymous if the client selects this option.

4.2.3. Providing the option to utilize a smiley face index survey, if needed.

4.2.4. If the client request, providing the option to call clients on a minimum of once a month.

4.3. The Contractor shall report any client concerns or complaints to the Department within three (3) business days of receipt. The Contractor shall notify the Department immediately if any client scheduling issues or conflicts arise, and work to find a mutually agreeable solution. The Contractor shall:

4.3.1. Monitor all surveys and ensure corrective measures are taken with interpreters and staff as necessary.

4.3.2. Ensure concerns of a qualitative nature are handled by either the Contractor's Quality Assurance Coordinator or program management.

4.3.3. Provide individuals with concerns/complaints with access to different levels of management if they feel their concerns/complaints are not being addressed.

**New Hampshire Department of Health and Human Services  
Communication Access Services**



**EXHIBIT B**

- 4.3.4. Ensure management investigates each complaint to determine if there are measures that can be taken to mitigate the reoccurrence of the unsatisfactory or unacceptable experience within thirty (30) days of receipt of the complaint.
- 4.3.5. Report all concerns/complaints to the Department within three (3) business days of receipt and notify the Department immediately if client scheduling issues or conflicts arise.

**5. Exhibits Incorporated**

- 5.1. The Contractor shall use and disclose Protected Health Information in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 CFR Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, and in accordance with the attached Exhibit I, Business Associate Agreement, which has been executed by the parties.
- 5.2. The Contractor shall manage all confidential data related to this Agreement in accordance with the terms of Exhibit K, DHHS Information Security Requirements.
- 5.3. The Contractor shall comply with all Exhibits D through K, which are attached hereto and incorporated by reference herein.

**6. Reporting Requirements**

- 6.1. The Contractor shall submit progress reports to the Department on a quarterly basis, and as requested by the Department. The report format will be provided to the Contractor after the effective date of Agreement. The report shall include, but is not limited to:
  - 6.1.1. Project outcomes.
  - 6.1.2. Benchmarks reached.
  - 6.1.3. Barriers to reaching benchmarks and solutions to barriers experienced in the previous quarter.
  - 6.1.4. Surveys completed.
  - 6.1.5. Service encounters or transaction provided by this Agreement.

**7. Performance Measures**

- 7.1. The Contractor shall achieve the following outcomes and be reported for every six (6) month period:
  - 7.1.1. Individuals served indicate their communication access needs were met as evidenced by eighty-five percent (85%) of individuals surveyed reporting they are satisfied with the interpreting services.
  - 7.1.2. Department staff report they are able to appropriately serve individuals with communication access needs as evidenced by eighty-five percent

New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT B

(85%) of staff surveyed reporting that the contractor appropriately delivered services.

7.1.3. Department staff have the translated written materials they need to serve clients effectively, as evidenced by staff receiving the requested translated materials in the target language within fourteen (14) calendar days, ninety percent (90%) of the time.

7.1.4. Communication access service capacity is consistently maintained as evidenced by ninety-five percent (95%) of Department's submitted interpretation/communication access being fulfilled directly, or through a mutually agreeable alternative provided by the Contractor.

7.1.5. The Contractor shall actively and regularly collaborate with the Department to enhance contract management, improve results, and adjust program delivery and policy based on successful outcomes.

7.2. The Contractor shall provide other key data and metrics to the Department, including client-level demographic, performance, and service data, as requested by the Department.

7.3. Where applicable, the Contractor shall collect and share data with the Department in a format specified by the Department.

8. Additional Terms

8.1. Impacts Resulting from Court Orders or Legislative Changes

8.1.1. The Contractor agrees that, to the extent future state or federal legislation or court orders may have an impact on the Services described herein, the State has the right to modify Service priorities and expenditure requirements under this Agreement so as to achieve compliance therewith.

8.1.2. Credits and Copyright Ownership

8.1.3. All documents, notices, press releases, research reports and other materials prepared during or resulting from the performance of the services of the Contract shall include the following statement: "The preparation of this (report, document etc.) was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and/or such other funding sources as were available or required, e.g., the United States Department of Health and Human Services."

8.1.4. All materials produced or purchased under the contract shall have prior approval from the Department before printing, production, distribution or use.

8.1.5. The Department shall retain copyright ownership for any and all

New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT B

original materials produced, including, but not limited to:

- 8.1.5.1. Brochures.
- 8.1.5.2. Resource directories.
- 8.1.5.3. Protocols or guidelines.
- 8.1.5.4. Posters.
- 8.1.5.5. Reports.

8.1.6. The Contractor shall not reproduce any materials produced under the contract without prior written approval from the Department.

9. Records

9.1. The Contractor shall keep records that include, but are not limited to:

9.1.1. Books, records, documents and other electronic or physical data evidencing and reflecting all costs and other expenses incurred by the Contractor in the performance of the Contract, and all income received or collected by the Contractor.

9.1.2. All records must be maintained in accordance with accounting procedures and practices which sufficiently and properly reflect all such costs and expenses, and which are acceptable to the Department, and to include, without limitation, all ledgers, books, records, and original evidence of costs such as purchase requisitions and orders, vouchers, requisitions for materials, inventories, valuations of in-kind contributions, labor time cards, payrolls, and other records requested or required by the Department.

9.2. During the term of this Agreement and the period for retention hereunder, the Department, the United States Department of Health and Human Services, and any of their designated representatives shall have access to all reports and records maintained pursuant to the Agreement for purposes of audit, examination, excerpts and transcripts. Upon the purchase by the Department of the maximum number of units provided for in the Agreement and upon payment of the price limitation hereunder, the Agreement and all the obligations of the parties hereunder (except such obligations as, by the terms of the Agreement are to be performed after the end of the term of this Contract and/or survive the termination of the Agreement) shall terminate, provided however, that if, upon review of the Final Expenditure Report the Department shall disallow any expenses claimed by the Contractor as costs hereunder the Department shall retain the right, at its discretion, to deduct the amount of such expenses as are disallowed or to recover such sums from the Contractor.

JL

New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT C

Payment Terms

1. This Agreement is funded by:
  - 1.1. 28% Federal Funds
  - 1.2. 72% General funds
2. For the purposes of this Agreement:
  - 2.1. The Department has identified the Contractor as a Subrecipient, in accordance with 2 CFR 200.331.
  - 2.2. The Department has identified this Contract as NON-R&D, in accordance with 2 CFR §200.332.
  - 2.3. The de minimis Indirect Cost Rate of 10% applies in accordance with 2 CFR §200.414.
3. Payment shall be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, and shall be in accordance with the approved line item, as specified in Exhibits C-1, Budget through Exhibit C-6, Budget.
4. The Contractor shall submit an invoice in a form satisfactory to the Department by the fifteenth (15th) working day of the following month, which identifies and requests reimbursement for authorized expenses incurred in the prior month. The Contractor shall ensure the invoice is completed, dated and returned to the Department in order to initiate payment.
5. The Contractor shall provide backup documentation with each monthly invoice that includes, but is not limited to:
  - 5.1. General Ledger, including all revenue and expenses for this contract.
6. In lieu of hard copies, all invoices may be assigned an electronic signature and emailed to [Kellie.Esdale@dhhs.nh.gov](mailto:Kellie.Esdale@dhhs.nh.gov) or invoices may be mailed to:
 

Financial Manager  
Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301
7. The Department shall make payment to the Contractor within thirty (30) days of receipt of each invoice, subsequent to approval of the submitted invoice and if sufficient funds are available, subject to Paragraph 4 of the General Provisions Form Number P-37 of this Agreement.
8. The final invoice shall be due to the Department no later than forty (40) days after the contract completion date specified in Form P-37, General Provisions Block 1.7 Completion Date.

JK

New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT C

9. The Contractor must provide the services in Exhibit B, Scope of Services, in compliance with funding requirements.
10. The Contractor agrees that funding under this Agreement may be withheld, in whole or in part in the event of non-compliance with the terms and conditions of Exhibit B, Scope of Services.
11. Notwithstanding anything to the contrary herein, the Contractor agrees that funding under this agreement may be withheld, in whole or in part, in the event of non-compliance with any Federal or State law, rule or regulation applicable to the services provided; or if the said services or products have not been satisfactorily completed in accordance with the terms and conditions of this agreement.
12. Notwithstanding Paragraph 17 of the General Provisions Form P-37, changes limited to adjusting amounts within the price limitation and adjusting encumbrances between State Fiscal Years and budget class lines through the Budget Office may be made by written agreement of both parties, without obtaining approval of the Governor and Executive Council, if needed and justified.
13. Audits
  - 13.1. The Contractor is required to submit an annual audit to the Department if any of the following conditions exist:
    - 13.1.1. Condition A - The Contractor expended \$750,000 or more in federal funds received as a subrecipient pursuant to 2 CFR Part 200, during the most recently completed fiscal year.
    - 13.1.2. Condition B - The Contractor is subject to audit pursuant to the requirements of NH RSA 17:28, III-b, pertaining to charitable organizations receiving support of \$1,000,000 or more.
    - 13.1.3. Condition C - The Contractor is a public company and required by Security and Exchange Commission (SEC) regulations to submit an annual financial audit.
  - 13.2. If Condition A exists, the Contractor shall submit an annual single audit performed by an independent Certified Public Accountant (CPA) to the Department within 120 days after the close of the Contractor's fiscal year, conducted in accordance with the requirements of 2 CFR Part 200, Subpart F of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal awards.
  - 13.3. If Condition B or Condition C exists, the Contractor shall submit an annual financial audit performed by an independent CPA within 120 days after the close of the Contractor's fiscal year.
  - 13.4. Any Contractor that receives an amount equal to or greater than \$250,000 from the Department during a single fiscal year, regardless

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New Hampshire Department of Health and Human Services  
Communication Access Services



EXHIBIT C

of the funding source, may be required, at a minimum, to submit annual financial audits performed by an independent CPA if the Department's risk assessment determination indicates the Contractor is high-risk.

- 13.5. In addition to, and not in any way in limitation of obligations of the Contract, it is understood and agreed by the Contractor that the Contractor shall be held liable for any state or federal audit exceptions and shall return to the Department all payments made under the Contract to which exception has been taken, or which have been disallowed because of such an exception.

JK



Item	Description	Quantity		Unit Price		Total Price		Tax	Total	Status	Comments
		Qty	Unit	Price	Unit	Price	Unit				
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JK

5/19/2021



Date	Description	July 1, 2021 - June 30, 2021 (FY2021)			After Hours, Holidays, & Weekends (FY2021)			Totals			Total Subcontractor	
		Fee for Service	# of Service Units	Total Cost of Service	Fee for Service	# of Service Units	Total Cost of Service	Fee for Service	# of Service Units	Total Cost of Service	Fee for Service	Total Cost of Service
	Initial Fee for Service	2,000.00	1	2,000.00								
	Monthly Service Fee	1,000.00	12	12,000.00								
	Emergency Service Fee	500.00	1	500.00								
	Travel Expenses											
	Materials & Supplies											
	Subcontractor Profit											
	<b>Total</b>	<b>3,500.00</b>	<b>14</b>	<b>14,500.00</b>								

JK

5/19/2021

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LAN201 C-S Budget

Line Item	Workday Hours (Std. 400 min. = 400 min.)			After Hours, Holiday, & Weekend and Contingency			Nightly Travel Rates			Travel Reimbursement		
	Fee for Service Rate \$0.00	Service Units Provided 0.00	Total Cost of Service	Fee for Service Rate \$0.00	# of Service Units Provided 0.00	Total Cost of Service	Fee for Service Rate \$0.00	Weekly Period to Period Month 0.00	Total Cost of Travel Hours \$00.00	Travel Reimbursement Rate 1.00	Weekly Period to Period Month 0.00	Total Cost of Travel 11.00
1. Hearing Services												
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100. Hearing Services												
Sub Totals												
Total for Cost & Hard of Hearing Services												

Access Community Services, Inc.  
 LAN201 C-S Budget  
 RFP 2022-0004-01-00044-01

Contract Exhibit

5/18/2021

10/18/2021

Item	Description	Unit Price		Quantity		Total Cost		Unit Price	Quantity		Total Cost	
		Per Hour	Per Minute	Hours	Minutes	Hours	Minutes		Hours	Minutes	Hours	Minutes
1	Initial Setup (1 hour)			1	00	1	00					
2	Hourly Support (1 hour)			1	00	1	00					
3	Hourly Support (1 hour)			1	00	1	00					
4	Hourly Support (1 hour)			1	00	1	00					
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100	Hourly Support (1 hour)			1	00	1	00					

5/19/2021



New Hampshire Department of Health and Human Services  
Exhibit D

**CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions, execute the following Certification.

**ALTERNATIVE I - FOR GRANTEEES OTHER THAN INDIVIDUALS**

- US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS
- US DEPARTMENT OF EDUCATION - CONTRACTORS
- US DEPARTMENT OF AGRICULTURE - CONTRACTORS

This certification is required by the regulations implementing Sections 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D, 41 U.S.C. 701 et seq.). The January 31, 1989 regulations were amended and published as Part II of the May 25, 1990 Federal Register (pages 21681-21691), and require certification by grantees (and by inference, sub-grantees and sub-contractors) prior to award, that they will maintain a drug-free workplace. Section 3017.630(c) of the regulation provides that a grantee (and by inference, sub-grantees and sub-contractors) that is a State may elect to make one certification to the Department in each federal fiscal year in lieu of certificates for each grant during the federal fiscal year covered by the certification. The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment. Contractors using this form should send it to:

Commissioner  
NH Department of Health and Human Services  
129 Pleasant Street  
Concord, NH 03301-6505

- The grantee certifies that it will or will continue to provide a drug-free workplace by:
- 1.1. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - 1.2. Establishing an ongoing drug-free awareness program to inform employees about:
    - 1.2.1. The dangers of drug abuse in the workplace;
    - 1.2.2. The grantee's policy of maintaining a drug-free workplace;
    - 1.2.3. Any available drug counseling, rehabilitation, and employee assistance programs; and
    - 1.2.4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - 1.3. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - 1.4. Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will:
    - 1.4.1. Abide by the terms of the statement; and
    - 1.4.2. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - 1.5. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph 1.4.2 from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer on whose grant actively the convicted employee was working, unless the Federal agency

New Hampshire Department of Health and Human Services  
Exhibit D



has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

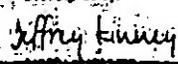
- 1.6. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph 1.4.2, with respect to any employee who is so convicted
  - 1.6.1. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
  - 1.6.2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- 1.7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs 1.1, 1.2, 1.3, 1.4, 1.5, and 1.6.

2. The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (street address, city, county, state, zip code) (list each location)

Check  if there are workplaces on file that are not identified here:

Vendor Name:

Designated by:  
  
 Name: Jeffrey Kinney  
 Title: Chief of Staff & External Relations

5/19/2021

Date

Vendor Initials



Date 5/19/2021



New Hampshire Department of Health and Human Services  
Exhibit E

**CERTIFICATION REGARDING LOBBYING**

The Vendor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Section 319 of Public Law 101-121, Government-wide Guidance for New Restrictions on Lobbying, and 31 U.S.C. 1352, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

US DEPARTMENT OF HEALTH AND HUMAN SERVICES - CONTRACTORS  
US DEPARTMENT OF EDUCATION - CONTRACTORS  
US DEPARTMENT OF AGRICULTURE - CONTRACTORS

- Programs (Indicate applicable program covered):
- \*Temporary Assistance to Needy Families under Title IV-A
  - \*Child Support Enforcement Program under Title IV-D
  - \*Social Services Block Grant Program under Title XX
  - \*Medicaid Program under Title XIX
  - \*Community Services Block Grant under Title VI
  - \*Child Care Development Block Grant under Title IV

The undersigned certifies, to the best of his or her knowledge and belief, that:

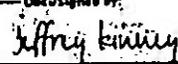
1. No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor).
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement (and by specific mention sub-grantee or sub-contractor), the undersigned shall complete and submit Standard Form LLL, (Disclosure Form to Report Lobbying, in accordance with its instructions, attached and identified as Standard Exhibit E-1).
3. The undersigned shall require that the language of this certification be included in the award document for sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Vendor Name:

5/19/2021

Date:

Discussed by:  
  
 Name: Jeffrey Kinney  
 Title: Chief of Staff & External Relations



New Hampshire Department of Health and Human Services  
Exhibit F



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION  
AND OTHER RESPONSIBILITY MATTERS**

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of Executive Office of the President, Executive Order 12549 and 45 CFR Part 76 regarding Debarment, Suspension, and Other Responsibility Matters, and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

**INSTRUCTIONS FOR CERTIFICATION:**

1. By signing and submitting this proposal (contract), the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. If necessary, the prospective participant shall submit an explanation of why it cannot provide the certification. The certification or explanation will be considered in connection with the NH Department of Health and Human Services' (DHHS) determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when DHHS determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, DHHS may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the DHHS agency to whom this proposal (contract) is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549, 45 CFR Part 76. See the attached definitions.
6. The prospective primary participant agrees by submitting this proposal (contract) that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by DHHS.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," provided by DHHS, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or involuntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List (of excluded parties).
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and

New Hampshire Department of Health and Human Services  
Exhibit F



information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- 10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal government, DHHS may terminate this transaction for cause or default.

**PRIMARY COVERED TRANSACTIONS**

- 11. The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:
  - 11.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
  - 11.2. have not within a three-year period preceding this proposal (contract) been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or a contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - 11.3. are not presently indicted for otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - 11.4. have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 12. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal (contract).

**LOWER TIER COVERED TRANSACTIONS**

- 13. By signing and submitting this lower tier proposal (contract), the prospective lower tier participant, as defined in 45 CFR Part 76, certifies to the best of its knowledge and belief that it and its principals:
  - 13.1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency;
  - 13.2. where the prospective lower tier participant is unable to certify to any of the above, such prospective participant shall attach an explanation to this proposal (contract).
- 14. The prospective lower tier participant further agrees by submitting this proposal (contract) that it will include this clause entitled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

Contractor Name:

5/19/2021

Date

Designated by:

Jeffrey Kinney

Name: Jeffrey Kinney

Title: Chief of Staff & External Relations

JK

New Hampshire Department of Health and Human Services  
Exhibit G



**CERTIFICATION OF COMPLIANCE WITH REQUIREMENTS PERTAINING TO  
FEDERAL NONDISCRIMINATION, EQUAL TREATMENT OF FAITH-BASED ORGANIZATIONS AND  
WHISTLEBLOWER PROTECTIONS**

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

Contractor will comply, and will require any subgrantees or subcontractors to comply, with any applicable federal nondiscrimination requirements, which may include:

- the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. Section 3789d) which prohibits recipients of federal funding under this statute from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act requires certain recipients to produce an Equal Employment Opportunity Plan;

- the Juvenile Justice Delinquency Prevention Act of 2002 (42 U.S.C. Section 5672(b)) which adopts, by reference, the civil rights obligations of the Safe Streets Act. Recipients of federal funding under this statute are prohibited from discriminating, either in employment practices or in the delivery of services or benefits, on the basis of race, color, religion, national origin, and sex. The Act includes Equal Employment Opportunity Plan requirements;

- the Civil Rights Act of 1964 (42 U.S.C. Section 2000d, which prohibits recipients of federal financial assistance from discriminating on the basis of race, color, or national origin in any program or activity);

- the Rehabilitation Act of 1973 (29 U.S.C. Section 794), which prohibits recipients of Federal financial assistance from discriminating on the basis of disability, in regard to employment and the delivery of services or benefits, in any program or activity;

- the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12131-34), which prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation;

- the Education Amendments of 1972 (20 U.S.C. Sections 1681, 1683, 1685-86) which prohibits discrimination on the basis of sex in federally assisted education programs;

- the Age Discrimination Act of 1975 (42 U.S.C. Sections 6106-07), which prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance. It does not include employment discrimination;

- 28 C.F.R. pt. 31 (U.S. Department of Justice Regulations - OJJDP Grant Programs); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations - Nondiscrimination, Equal Employment Opportunity, Policies and Procedures); Executive Order No. 13279 (equal protection of the laws for faith-based and community organizations); Executive Order No. 13559, which provide fundamental principles and policy-making criteria for partnerships with faith-based and neighborhood organizations;

- 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations - Equal Treatment for Faith-Based Organizations); and Whistleblower protections 41 U.S.C. §4712 and The National Defense Authorization Act (NDAA) for Fiscal Year 2013 (Pub. L. 112-239, enacted January 2, 2013) the Pilot Program for Enhancement of Contract Employee Whistleblower Protections, which protects employees against reprisal for certain whistle blowing activities in connection with federal grants and contracts.

The certificate set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. False certification or violation of the certification shall be grounds for suspension of payments, suspension or termination of grants, or government wide suspension or debarment.

Exhibit G

Contractor Initials

JK

Certification of Compliance with requirements pertaining to Federal Nondiscrimination, Equal Treatment of Faith-Based Organizations and Whistleblower Protections

New Hampshire Department of Health and Human Services  
Exhibit G:



In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, or sex against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, to the applicable contracting agency or division within the Department of Health and Human Services, and to the Department of Health and Human Services Office of the Ombudsman.

The Contractor identified in Section 1.3 of the General Provisions agrees by signature of the Contractor's representative as identified in Sections 1.11 and 1.12 of the General Provisions, to execute the following certification:

- 1. By signing and submitting this proposal (contract) the Contractor agrees to comply with the provisions indicated above.

Contractor Name:

Designated by:

Jeffrey Kinney

Name: Jeffrey Kinney

Title: Chief of Staff & External Relations

5/19/2021

Date

Exhibit G:

Contractor Initials

JK

Certification of Compliance with requirements pertaining to Federal nondiscrimination, Equal Treatment of Faith-Based Organizations and whistleblower protections

New Hampshire Department of Health and Human Services  
Exhibit H



**CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE**

Public Law 103-227, Part C - Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act), requires that smoking not be permitted in any portion of any indoor facility owned or leased or contracted for by an entity and used routinely or regularly for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments, by Federal grant, contract, loan, or loan guarantee. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions of facilities used for inpatient drug or alcohol treatment. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day and/or the imposition of an administrative compliance order on the responsible entity.

The Contractor identified in Section 1.3 of the General Provisions agrees, by signature of the Contractor's representative as identified in Section 1.11 and 1.12 of the General Provisions, to execute the following certification:

1. By signing and submitting this contract, the Contractor agrees to make reasonable efforts to comply with all applicable provisions of Public Law 103-227, Part C, known as the Pro-Children Act of 1994.

Contractor Name:

5/19/2021

Date

Designated by:

*Jeffrey Kinney*

Name: Jeffrey Kinney

Title: Chief of Staff & External Relations

JK

Docusign Envelope ID: 2C9D2224-98E3-47DA-8F6F-AD846328B96A

New Hampshire Department of Health and Human Services



Exhibit I

**HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT  
BUSINESS ASSOCIATE AGREEMENT**

The Contractor identified in Section 1.3 of the General Provisions of the Agreement agrees to comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 applicable to business associates. As defined herein, "Business Associate" shall mean the Contractor and subcontractors and agents of the Contractor that receive, use or have access to protected health information under this Agreement and "Covered Entity" shall mean the State of New Hampshire, Department of Health and Human Services.

**(1) Definitions:**

- a. "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.
- b. "Business Associate" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- c. "Covered Entity" has the meaning given such term in section 160.103 of Title 45, Code of Federal Regulations.
- d. "Designated Record Set" shall have the same meaning as the term "designated record set" in 45 CFR Section 164.501.
- e. "Data Aggregation" shall have the same meaning as the term "data aggregation" in 45 CFR Section 164.501.
- f. "Health Care Operations" shall have the same meaning as the term "health care operations" in 45 CFR Section 164.501.
- g. "HITECH Act" means the Health Information Technology for Economic and Clinical Health Act, Title XIII, Subtitle D, Part 1 & 2 of the American Recovery and Reinvestment Act of 2009.
- h. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 and the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160, 162 and 164 and amendments thereto.
- i. "Individual" shall have the same meaning as the term "individual" in 45 CFR Section 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR Section 164.501(g).
- j. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- k. "Protected Health Information" shall have the same meaning as the term "protected health information" in 45 CFR Section 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.

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Contractor Initials

JE

Date 5/19/2021

New Hampshire Department of Health and Human Services



Exhibit I

- l. "Required by Law" shall have the same meaning as the term "required by law" in 45 CFR Section 164.103.
- m. "Secretary" shall mean the Secretary of the Department of Health and Human Services or his/her designee.
- n. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 164, Subpart C, and amendments thereto.
- o. "Unsecured Protected Health Information" means protected health information that is not secured by a technology standard that renders protected health information unusable, unreadable, or indecipherable to unauthorized individuals and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.
- p. Other Definitions: All terms not otherwise defined herein shall have the meaning established under 45 C.F.R. Parts 160, 162 and 164, as amended from time to time, and the HITECH Act.

(2) Business Associate Use and Disclosure of Protected Health Information.

- a. Business Associate shall not use, disclose, maintain or transmit Protected Health Information (PHI) except as reasonably necessary to provide the services outlined under Exhibit A of the Agreement. Further, Business Associate, including but not limited to all its directors, officers, employees and agents, shall not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- b. Business Associate may use or disclose PHI:
  - i. For the proper management and administration of the Business Associate;
  - ii. As required by law pursuant to the terms set forth in paragraph d. below; or
  - iii. For data aggregation purposes for the health care operations of Covered Entity.
- c. To the extent Business Associate is permitted under the Agreement to disclose PHI to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable assurances from the third party that such PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party; and (ii) an agreement from such third party to notify Business Associate, in accordance with the HIPAA Privacy, Security, and Breach Notification Rules of any breaches of the confidentiality of the PHI, to the extent it has obtained knowledge of such breach.
- d. The Business Associate shall not, unless such disclosure is reasonably necessary to provide services under Exhibit A of the Agreement, disclose any PHI in response to a request for disclosure on the basis that it is required by law, without first notifying Covered Entity so that Covered Entity has an opportunity to object to the disclosure and to seek appropriate relief. If Covered Entity objects to such disclosure, the Business

*[Signature]*

New Hampshire Department of Health and Human Services



Exhibit I

Associate shall refrain from disclosing the PHI until Covered Entity has exhausted all remedies.

- e. If the Covered Entity notifies the Business Associate that Covered Entity has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Business Associate shall be bound by such additional restrictions and shall not disclose PHI in violation of such additional restrictions and shall abide by any additional security safeguards.

(3) Obligations and Activities of Business Associate.

- a. The Business Associate shall notify the Covered Entity's Privacy Officer immediately after the Business Associate becomes aware of any use or disclosure of protected health information not provided for by the Agreement including breaches of unsecured protected health information and/or any security incident that may have an impact on the protected health information of the Covered Entity.

- b. The Business Associate shall immediately perform a risk assessment when it becomes aware of any of the above situations. The risk assessment shall include, but not be limited to:

- o The nature and extent of the protected health information involved, including the types of identifiers and the likelihood of re-identification;
- o The unauthorized person used the protected health information or to whom the disclosure was made;
- o Whether the protected health information was actually acquired or viewed
- o The extent to which the risk to the protected health information has been mitigated.

The Business Associate shall complete the risk assessment within 48 hours of the breach and immediately report the findings of the risk assessment in writing to the Covered Entity.

- c. The Business Associate shall comply with all sections of the Privacy, Security, and Breach Notification Rule.

- d. Business Associate shall make available all of its internal policies and procedures, books and records relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of Covered Entity to the Secretary for purposes of determining Covered Entity's compliance with HIPAA and the Privacy and Security Rule.

- e. Business Associate shall require all of its business associates that receive, use or have access to PHI under the Agreement, to agree in writing to adhere to the same restrictions and conditions on the use and disclosure of PHI contained herein, including the duty to return or destroy the PHI as provided under Section 3 (I). The Covered Entity shall be considered a direct third party beneficiary of the Contractor's business associate agreements with Contractor's intended business associates, who will be receiving PHI.

3/2014

Contractor Initials

Date 5/19/2021

New Hampshire Department of Health and Human Services



Exhibit I

pursuant to this Agreement, with rights of enforcement and indemnification from such business associates who shall be governed by standard Paragraph #13 of the standard contract provisions (P-37) of this Agreement for the purpose of use and disclosure of protected health information.

- f. Within five (5) business days of receipt of a written request from Covered Entity, Business Associate shall make available during normal business hours at its offices all records, books, agreements, policies and procedures relating to the use and disclosure of PHI to the Covered Entity, for purposes of enabling Covered Entity to determine Business Associate's compliance with the terms of the Agreement.
- g. Within ten (10) business days of receiving a written request from Covered Entity, Business Associate shall provide access to PHI in a Designated Record Set to the Covered Entity, or as directed by Covered Entity, to an individual in order to meet the requirements under 45 CFR Section 164.524.
- h. Within ten (10) business days of receiving a written request from Covered Entity for an amendment of PHI or a record about an individual contained in a Designated Record Set, the Business Associate shall make such PHI available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under 45 CFR Section 164.526.
- i. Business Associate shall document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR Section 164.528.
- j. Within ten (10) business days of receiving a written request from Covered Entity for a request for an accounting of disclosures of PHI, Business Associate shall make available to Covered Entity such information as Covered Entity may require to fulfill its obligations to provide an accounting of disclosures with respect to PHI in accordance with 45 CFR Section 164.528.
- k. In the event any individual requests access to, amendment of, or accounting of PHI directly from the Business Associate, the Business Associate shall within two (2) business days forward such request to Covered Entity. Covered Entity shall have the responsibility of responding to forwarded requests. However, if forwarding the individual's request to Covered Entity would cause Covered Entity or the Business Associate to violate HIPAA and the Privacy and Security Rule, the Business Associate shall instead respond to the individual's request as required by such law and notify Covered Entity of such response as soon as practicable.
- l. Within ten (10) business days of termination of the Agreement for any reason, the Business Associate shall return or destroy, as specified by Covered Entity, all PHI received from, or created or received by the Business Associate in connection with the Agreement, and shall not retain any copies or back-up tapes of such PHI. If return or destruction is not feasible, or the disposition of the PHI has been otherwise agreed to in the Agreement, Business Associate shall continue to extend the protections of the Agreement to such PHI and limit further uses and disclosures of such PHI to those purposes that make the return or destruction infeasible, for so long as Business

3/2014

Contractor Initials

JL

Date 5/19/2021

New Hampshire Department of Health and Human Services



Exhibit I

Associate maintains such PHI. If Covered Entity, in its sole discretion, requires that the Business Associate destroy any or all PHI, the Business Associate shall certify to Covered Entity that the PHI has been destroyed.

(4) Obligations of Covered Entity

- a. Covered Entity shall notify Business Associate of any changes or limitation(s) in its Notice of Privacy Practices provided to individuals in accordance with 45 CFR Section 164.520, to the extent that such change or limitation may affect Business Associate's use or disclosure of PHI.
- b. Covered Entity shall promptly notify Business Associate of any changes in, or revocation of, permission provided to Covered Entity by individuals whose PHI may be used or disclosed by Business Associate under this Agreement, pursuant to 45 CFR Section 164.506 or 45 CFR Section 164.508.
- c. Covered Entity shall promptly notify Business Associate of any restrictions on the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of PHI.

(5) Termination for Cause

In addition to Paragraph 10 of the standard terms and conditions (P-37) of this Agreement the Covered Entity may immediately terminate the Agreement upon Covered Entity's knowledge of a breach by Business Associate of the Business Associate Agreement set forth herein as Exhibit I. The Covered Entity may either immediately terminate the Agreement or provide an opportunity for Business Associate to cure the alleged breach within a timeframe specified by Covered Entity. If Covered Entity determines that neither termination nor cure is feasible, Covered Entity shall report the violation to the Secretary.

(6) Miscellaneous

- a. Definitions and Regulatory References. All terms used, but not otherwise defined herein, shall have the same meaning as those terms in the Privacy and Security Rule, amended from time to time. A reference in the Agreement, as amended to include this Exhibit I, to a Section in the Privacy and Security Rule means the Section as in effect or as amended.
- b. Amendment. Covered Entity and Business Associate agree to take such action as is necessary to amend the Agreement, from time to time as is necessary for Covered Entity to comply with the changes in the requirements of HIPAA, the Privacy and Security Rule, and applicable federal and state law.
- c. Data Ownership. The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. Interpretation. The parties agree that any ambiguity in the Agreement shall be resolved to permit Covered Entity to comply with HIPAA, the Privacy and Security Rule.

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Contractor Initials

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Date 5/19/2021

New Hampshire Department of Health and Human Services



Exhibit I

e. **Segregation.** If any term or condition of this Exhibit I or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this Exhibit I are declared severable.

f. **Survival.** Provisions in this Exhibit I regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the Agreement in section (3) I, the defense and indemnification provisions of section (3) e and Paragraph 13 of the standard terms and conditions (P-37), shall survive the termination of the Agreement.

IN WITNESS WHEREOF, the parties hereto have duly executed this Exhibit I.

Department of Health and Human Services

The State

Ann H. N. Landry

Signature of Authorized Representative

Ann. H. N. Landry

Name of Authorized Representative  
Associate Commissioner

Title of Authorized Representative

5/21/2021

Date

Ascentria Community Services

Name of the Contractor

Jeffrey Kinney

Signature of Authorized Representative

Jeffrey Kinney

Name of Authorized Representative

Chief of Staff & External Relations

Title of Authorized Representative

5/19/2021

Date

JK

Contractor Initials

5/19/2021

Date

New Hampshire Department of Health and Human Services  
Exhibit J



**CERTIFICATION REGARDING THE FEDERAL FUNDING ACCOUNTABILITY AND TRANSPARENCY ACT (FFATA) COMPLIANCE**

The Federal Funding Accountability and Transparency Act (FFATA) requires prime awardees of individual Federal grants equal to or greater than \$25,000 and awarded on or after October 1, 2010, to report on data related to executive compensation and associated first-tier sub-grants of \$25,000 or more. If the initial award is below \$25,000 but subsequent grant modifications result in a total award equal to or over \$25,000, the award is subject to the FFATA reporting requirements, as of the date of the award. In accordance with 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), the Department of Health and Human Services (DHHS) must report the following information for any subaward or contract award subject to the FFATA reporting requirements:

1. Name of entity
2. Amount of award
3. Funding agency
4. NAICS code for contracts / CFDA program number for grants
5. Program source
6. Award title descriptive of the purpose of the funding action
7. Location of the entity
8. Principle place of performance
9. Unique Identifier of the entity (DUNS #)
10. Total compensation and names of the top five executives if:
  - 10.1. More than 80% of annual gross revenues are from the Federal government, and those revenues are greater than \$25M annually and
  - 10.2. Compensation information is not already available through reporting to the SEC.

Prime grant recipients must submit FFATA required data by the end of the month, plus 30 days, in which the award or award amendment is made.

The Contractor identified in Section 1.3 of the General Provisions agrees to comply with the provisions of The Federal Funding Accountability and Transparency Act, Public Law 109-282 and Public Law 110-252, and 2 CFR Part 170 (Reporting Subaward and Executive Compensation Information), and further agrees to have the Contractor's representative, as identified in Sections 1.11 and 1.12 of the General Provisions execute the following Certification:

The below named Contractor agrees to provide needed information as outlined above to the NH Department of Health and Human Services and to comply with all applicable provisions of the Federal Financial Accountability and Transparency Act.

Contractor Name:

5/19/2021

Date

DocuSigned by:

Jeffrey Kinney

Name: JEFFREY KINNEY

Title: Chief of Staff & External Relations

Contractor Initials

JK

Date 5/19/2021

New Hampshire Department of Health and Human Services  
Exhibit J



**FORM A**

As the Contractor identified in Section 1.3 of the General Provisions, I certify that the responses to the below listed questions are true and accurate.

- The DUNS number for your entity is: 965875664
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO  YES

If the answer to #2 above is NO, stop here

If the answer to #2 above is YES, please answer the following:

- Does the public have access to information about the compensation of the executives in your business or organization through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986?

NO  YES

If the answer to #3 above is YES, stop here

If the answer to #3 above is NO, please answer the following:

- The names and compensation of the five most highly compensated officers in your business or organization are as follows:

Name: _____	Amount: _____

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



A. Definitions

The following terms may be reflected and have the described meaning in this document:

1. "Breach" means the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for an other than authorized purpose have access or potential access to personally identifiable information, whether physical or electronic. With regard to Protected Health Information, "Breach" shall have the same meaning as the term "Breach" in section 164.402 of Title 45, Code of Federal Regulations.

2. "Computer Security Incident" shall have the same meaning "Computer Security Incident" in section two (2) of NIST Publication 800-61, Computer Security Incident Handling Guide, National Institute of Standards and Technology, U.S. Department of Commerce.

3. "Confidential Information" or "Confidential Data" means all confidential information disclosed by one party to the other such as all medical, health, financial, public assistance benefits and personal information including without limitation, Substance Abuse Treatment Records, Case Records, Protected Health Information and Personally Identifiable Information.

Confidential Information also includes any and all information owned or managed by the State of NH - created, received from or on behalf of the Department of Health and Human Services (DHHS) or accessed in the course of performing contracted services - of which collection, disclosure, protection, and disposition is governed by state or federal law or regulation. This information includes, but is not limited to Protected Health Information (PHI), Personal Information (PI), Personal Financial Information (PFI), Federal Tax Information (FTI), Social Security Numbers (SSN), Payment Card Industry (PCI), and or other sensitive and confidential information.

4. "End User" means any person or entity (e.g., contractor, contractor's employee, business associate, subcontractor, other downstream user, etc.) that receives DHHS data or derivative data in accordance with the terms of this Contract.

5. "HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder.

6. "Incident" means an act that potentially violates an explicit or implied security policy, which includes attempts (either failed or successful) to gain unauthorized access to a system or its data, unwanted disruption or denial of service, the unauthorized use of a system for the processing or storage of data, and changes to system hardware, firmware, or software characteristics without the owner's knowledge, instruction, or consent. Incidents include the loss of data through theft or device misplacement, loss or misplacement of hardcopy documents, and misrouting of physical or electronic

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New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



mail, all of which may have the potential to put the data at risk of unauthorized access, use, disclosure, modification or destruction.

- 7. "Open Wireless Network" means any network or segment of a network that is not designated by the State of New Hampshire's Department of Information Technology or delegate as a protected network (designed, tested, and approved by means of the State, to transmit) will be considered an open network and not adequately secure for the transmission of unencrypted PI, PHI, PFI or confidential DHHS data.
- 8. "Personal Information" (or "PI") means information which can be used to distinguish or trace an individual's identity, such as their name, social security number, personal information as defined in New Hampshire RSA 359-C:19, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.
- 9. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 C.F.R. Parts 160 and 164, promulgated under HIPAA by the United States Department of Health and Human Services.
- 10. "Protected Health Information" (or "PHI") has the same meaning as provided in the definition of "Protected Health Information" in the HIPAA Privacy Rule at 45 C.F.R. § 160.103.
- 11. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 C.F.R. Part 164, Subpart C, and amendments thereto.
- 12. "Unsecured Protected Health Information" means Protected Health Information that is not secured by a technology standard that renders Protected Health Information unusable, unreadable, or indecipherable to unauthorized individuals, and is developed or endorsed by a standards developing organization that is accredited by the American National Standards Institute.

B. RESPONSIBILITIES OF DHHS AND THE CONTRACTOR

A. Business Use and Disclosure of Confidential Information.

- 1. The Contractor must not use, disclose, maintain or transmit Confidential Information except as reasonably necessary as outlined under this Contract. Further, Contractor, including but not limited to all its directors, officers, employees and agents, must not use, disclose, maintain or transmit PHI in any manner that would constitute a violation of the Privacy and Security Rule.
- 2. The Contractor must not disclose any Confidential Information in response to a

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New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



request for disclosure on the basis that it is required by law, in response to a subpoena, etc., without first notifying DHHS so that DHHS has an opportunity to consent or object to the disclosure.

- 3. If DHHS notifies the Contractor that DHHS has agreed to be bound by additional restrictions over and above those uses or disclosures or security safeguards of PHI pursuant to the Privacy and Security Rule, the Contractor must be bound by such additional restrictions and must not disclose PHI in violation of such additional restrictions and must abide by any additional security safeguards.
- 4. The Contractor agrees that DHHS Data or derivative there from disclosed to an End User must only be used pursuant to the terms of this Contract.
- 5. The Contractor agrees DHHS Data obtained under this Contract may not be used for any other purposes that are not indicated in this Contract.
- 6. The Contractor agrees to grant access to the data to the authorized representatives of DHHS for the purpose of inspecting to confirm compliance with the terms of this Contract.

II. METHODS OF SECURE TRANSMISSION OF DATA

- 1. Application Encryption. If End User is transmitting DHHS data containing Confidential Data between applications, the Contractor attests the applications have been evaluated by an expert knowledgeable in cyber security and that said application's encryption capabilities ensure secure transmission via the Internet.
- 2. Computer Disks and Portable Storage Devices. End User may not use computer disks or portable storage devices, such as a thumb drive, as a method of transmitting DHHS data.
- 3. Encrypted Email. End User may only employ email to transmit Confidential Data if email is encrypted and being sent to and being received by email addresses of persons authorized to receive such information.
- 4. Encrypted Web Site. If End User is employing the Web to transmit Confidential Data, the secure socket layers (SSL) must be used and the web site must be secure. SSL encrypts data transmitted via a Web site.
- 5. File Hosting Services, also known as File Sharing Sites. End User may not use file hosting services, such as Dropbox or Google Cloud Storage, to transmit Confidential Data.
- 6. Ground Mail Service. End User may only transmit Confidential Data via certified ground mail within the continental U.S. and when sent to a named individual.
- 7. Laptops and PDA. If End User is employing portable devices to transmit Confidential Data said devices must be encrypted and password-protected.
- 8. Open Wireless Networks. End User may not transmit Confidential Data via an open

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New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



wireless network. End User must employ a virtual private network (VPN) when remotely transmitting via an open wireless network.

9. Remote User Communication. If End User is employing remote communication to access or transmit Confidential Data, a virtual private network (VPN) must be installed on the End User's mobile device(s) or laptop from which information will be transmitted or accessed.
10. SSH File Transfer Protocol (SFTP), also known as Secure File Transfer Protocol. If End User is employing an SFTP to transmit Confidential Data, End User will structure the Folder and access privileges to prevent inappropriate disclosure of information. SFTP folders and sub-folders used for transmitting Confidential Data will be coded for 24-hour auto-deletion cycle (i.e. Confidential Data will be deleted every 24 hours).
11. Wireless Devices. If End User is transmitting Confidential Data via wireless devices, all data must be encrypted to prevent inappropriate disclosure of information.

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

The Contractor will only retain the data and any derivative of the data for the duration of this Contract. After such time, the Contractor will have 30 days to destroy the data and any derivative in whatever form it may exist, unless otherwise required by law or permitted under this Contract. To this end, the parties must:

A. Retention

1. The Contractor agrees it will not store, transfer or process data collected in connection with the services rendered under this Contract outside of the United States. This physical location requirement shall also apply in the implementation of cloud computing, cloud service or cloud storage capabilities, and includes backup data and Disaster Recovery locations.
2. The Contractor agrees to ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems, and/or Department confidential information for contractor provided systems.
3. The Contractor agrees to provide security awareness and education for its End Users in support of protecting Department confidential information.
4. The Contractor agrees to retain all electronic and hard copies of Confidential Data in a secure location and identified in section IV, A:2
5. The Contractor agrees Confidential Data stored in a Cloud must be in a FedRAMP/HITECH compliant solution and comply with all applicable statutes and regulations regarding the privacy and security. All servers and devices must have currently supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a

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New Hampshire Department of Health and Human Services

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DHHS Information Security Requirements



whole, must have aggressive intrusion-detection and firewall protection.

- 6. The Contractor agrees to and ensures its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.

B. Disposition

- 1. If the Contractor will maintain any Confidential Information on its systems (or its sub-contractor systems), the Contractor will maintain a documented process for securely disposing of such data upon request or contract termination; and will obtain written certification for any State of New Hampshire data destroyed by the Contractor or any subcontractors as a part of ongoing, emergency, and or disaster recovery operations. When no longer in use, electronic media containing State of New Hampshire data shall be rendered unrecoverable via a secure wipe program in accordance with industry-accepted standards for secure deletion and media sanitization, or otherwise physically destroying the media (for example, degaussing) as described in NIST Special Publication 800-88, Rev. 1, Guidelines for Media Sanitization, National Institute of Standards and Technology, U. S. Department of Commerce. The Contractor will document and certify in writing at time of the data destruction, and will provide written certification to the Department upon request. The written certification will include all details necessary to demonstrate data has been properly destroyed and validated. Where applicable, regulatory and professional standards for retention requirements will be jointly evaluated by the State and Contractor prior to destruction.
- 2. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to destroy all hard copies of Confidential Data using a secure method such as shredding.
- 3. Unless otherwise specified, within thirty (30) days of the termination of this Contract, Contractor agrees to completely destroy all electronic Confidential Data by means of data erasure, also known as secure data wiping.

IV. PROCEDURES FOR SECURITY

A. Contractor agrees to safeguard the DHHS Data received under this Contract, and any derivative data or files, as follows:

- 1. The Contractor will maintain proper security controls to protect Department confidential information collected, processed, managed, and/or stored in the delivery of contracted services.
- 2. The Contractor will maintain policies and procedures to protect Department confidential information throughout the information lifecycle, where applicable, (from creation, transformation, use, storage and secure destruction) regardless of the media used to store the data (i.e., tape, disk, paper, etc.).

New Hampshire Department of Health and Human Services

Exhibit K

DHHS Information Security Requirements



3. The Contractor will maintain appropriate authentication and access controls to contractor systems that collect, transmit, or store Department confidential information where applicable.
4. The Contractor will ensure proper security monitoring capabilities are in place to detect potential security events that can impact State of NH systems and/or Department confidential information for contractor provided systems.
5. The Contractor will provide regular security awareness and education for its End Users in support of protecting Department confidential information.
6. If the Contractor will be sub-contracting any core functions of the engagement supporting the services for State of New Hampshire, the Contractor will maintain a program of an internal process or processes that defines specific security expectations, and monitoring compliance to security requirements that at a minimum match those for the Contractor, including breach notification requirements.
7. The Contractor will work with the Department to sign and comply with all applicable State of New Hampshire and Department system access and authorization policies and procedures, systems access forms, and computer use agreements as part of obtaining and maintaining access to any Department system(s). Agreements will be completed and signed by the Contractor and any applicable sub-contractors prior to system access being authorized.
8. If the Department determines the Contractor is a Business Associate pursuant to 45 CFR 160.103, the Contractor will execute a HIPAA Business Associate Agreement (BAA) with the Department and is responsible for maintaining compliance with the agreement.
9. The Contractor will work with the Department at its request to complete a System Management Survey. The purpose of the survey is to enable the Department and Contractor to monitor for any changes in risks, threats, and vulnerabilities that may occur over the life of the Contractor engagement. The survey will be completed annually, or an alternate time frame at the Department's discretion with agreement by the Contractor, or the Department may request the survey be completed when the scope of the engagement between the Department and the Contractor changes.
10. The Contractor will not store, knowingly or unknowingly, any State of New Hampshire or Department data offshore or outside the boundaries of the United States unless prior express written consent is obtained from the Information Security Office leadership member within the Department.
11. Data Security Breach Liability. In the event of any security breach Contractor shall make efforts to investigate the causes of the breach, promptly take measures to prevent future breach and minimize any damage or loss resulting from the breach. The State shall recover from the Contractor all costs of response and recovery from

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New Hampshire Department of Health and Human Services

- Exhibit K -

DHHS Information Security Requirements



the breach, including but not limited to: credit monitoring services, mailing costs and costs associated with website and telephone call center services necessary due to the breach.

12. Contractor must comply with all applicable statutes and regulations regarding the privacy and security of Confidential Information, and must in all other respects maintain the privacy and security of PI and PHI at a level and scope that is not less than the level and scope of requirements applicable to federal agencies, including, but not limited to: provisions of the Privacy Act of 1974 (5 U.S.C. § 552a), DHHS Privacy Act Regulations (45 C.F.R. §5b), HIPAA Privacy and Security Rules (45 C.F.R. Parts 160 and 164) that govern protections for individually identifiable health information and as applicable under State law.
13. Contractor agrees to establish and maintain appropriate administrative, technical, and physical safeguards to protect the confidentiality of the Confidential Data and to prevent unauthorized use or access to it. The safeguards must provide a level and scope of security that is not less than the level and scope of security requirements established by the State of New Hampshire, Department of Information Technology. Refer to Vendor Resources/Procurement at <https://www.nh.gov/doit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
  - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
  - b. safeguard this information at all times.
  - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.
  - d. send emails containing Confidential Information only if encrypted and being sent to and being received by email addresses of persons authorized to receive such information.

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Exhibit K

DHHS Information Security Requirements



- e. limit disclosure of the Confidential Information to the extent permitted by law.
- f. Confidential Information received under this Contract and individually identifiable data derived from DHHS Data, must be stored in an area that is physically and technologically secure from access by unauthorized persons during duty hours as well as non-duty hours (e.g., door locks, card keys, biometric identifiers, etc.).
- g. only authorized End Users may transmit the Confidential Data, including any derivative files containing personally identifiable information, and in all cases, such data must be encrypted at all times when in transit, at rest, or when stored on portable media as required in section IV above.
- h. in all other instances Confidential Data must be maintained, used and disclosed using appropriate safeguards, as determined by a risk-based assessment of the circumstances involved.
- i. understand that their user credentials (user name and password) must not be shared with anyone. End Users will keep their credential information secure. This applies to credentials used to access the site directly or indirectly through a third party application.

Contractor is responsible for oversight and compliance of their End Users. DHHS reserves the right to conduct onsite inspections to monitor compliance with this Contract, including the privacy and security requirements provided in herein, HIPAA, and other applicable laws and Federal regulations until such time the Confidential Data is disposed of in accordance with this Contract.

V. LOSS REPORTING

The Contractor must notify the State's Privacy Officer and Security Officer of any Security Incidents and Breaches immediately, at the email addresses provided in Section VI.

The Contractor must further handle and report Incidents and Breaches involving PHI in accordance with the agency's documented Incident Handling and Breach Notification procedures and in accordance with 42 C.F.R. §§ 431.300 - 306. In addition to, and notwithstanding, Contractor's compliance with all applicable obligations and procedures, Contractor's procedures must also address how the Contractor will:

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;
4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and

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5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

Incidents and/or Breaches that implicate PI must be addressed and reported, as applicable, in accordance with NH RSA 359-C:20.

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov

B. DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov